

City of Sugar Land Resident Satisfaction Survey

Findings Report

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2017

Submitted to the City of Sugar Land, Texas

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2017 City of Sugar Land Resident Satisfaction Survey Executive Summary

Purpose and Methodology

ETC Institute administered a survey to residents of the City of Sugar Land during the fall of 2017. The purpose of the survey was to help the City of Sugar Land gather opinions and feedback on City programs and services. The information provided will be used to improve and expand existing programs and help the City understand the future needs of residents. A previous community survey was conducted in 2015.

The six-page survey, cover letter and postage paid return envelope were mailed to a random sample of households in the City of Sugar Land. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address, this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

Ten days after the surveys were mailed, ETC Institute sent emails and placed phone calls to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Sugar Land from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted.

The goal was to obtain completed surveys from at least 500 residents. The goal was accomplished with a total of 510 residents completing the survey. The overall results for the sample of 510 households have a precision of at least $\pm 4.3\%$ at the 95% level of confidence.

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Sugar Land with the results from other communities in ETC Institute’s *DirectionFinder*® database. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey,
- trend charts comparing the 2017 results with the 2015 results,
- benchmarking data that shows how the results for Sugar Land compare to other U.S. and Texas averages,
- importance-satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

Overall Perceptions of the City

Eighty-four percent (84%) of the residents surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall quality of services provided by the City. Nationally, only 49% of respondents were either “very satisfied” or “satisfied” with the overall quality of the services provided by their local government. The City of Sugar Land also saw ratings significantly above the Texas average of 47%. Ninety-one percent (91%) of those surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall quality of life in their community, a figure well above the U.S. and Texas averages. City leaders have done an excellent job ensuring that residents of the City of Sugar Land are extremely satisfied with their community and the services provided by the City. Ninety-seven percent (97%) of respondents, *who had an opinion*, believe that Sugar Land is either an “excellent” or “good” place to live, 96% believe it is an “excellent” or “good” place to raise children, and 94% believe it is an “excellent” or “good” place they are proud to call home.

Overall Satisfaction with City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of police, fire, and ambulance service (94%), the overall quality of trash and recycling services (89%), overall efforts by city government in your area to ensure the community is prepared for emergencies (85%), and the overall quality of wastewater utility services (84%). All 13 of the major categories of City services that were rated received a majority (60% or more) “very satisfied” and “satisfied” responses, City leaders have done a great job of ensuring overall satisfaction among residents is very high.

Feelings of Safety

Ninety-five percent (95%) of respondents, *who had an opinion*, indicated they feel “very safe” or “safe” when walking in their neighborhood during the day. Overall, 89% of respondents, *who had an opinion*, indicated they feel “very safe” or “safe” in their community.

Satisfaction with Specific City Services

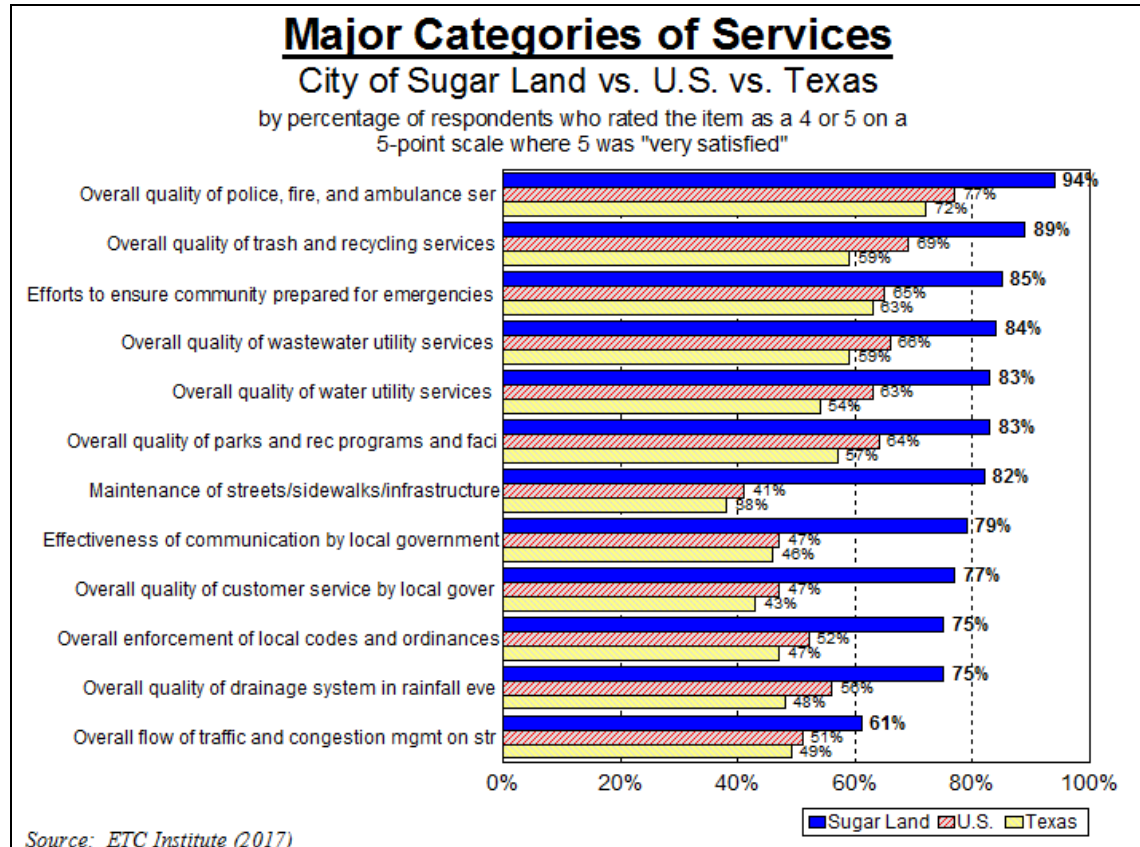
- **Police Services.** The highest levels of satisfaction with police services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of police protection (90%), how quickly police respond to emergencies (82%), and the visibility of police in neighborhoods (80%). Overall, the City of Sugar Land outperformed both the U.S. and Texas averages in all aspects related to City Police Services.
- **Fire/EMS Services.** The highest levels of satisfaction with Fire/EMS services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of fire services (89%), how quickly fire services personnel respond to emergencies (86%), and how quickly ambulance/EMS personnel respond to emergencies (84%).
- **Public Works.** The highest levels of satisfaction with public works, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the cleanliness of streets and other public areas (87%), the condition of major streets in Sugar Land (86%), and the condition of street signs and traffic signals (84%).
- **Utility Services.** The highest levels of satisfaction with utility services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: residential trash collection (91%), the quality of trash collection services (89%), and curbside recycling services (88%).
- **Parks and Recreation.** The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the maintenance of City parks (88%), the quality of facilities located at City parks (81%), and the maintenance and appearance of City community centers (79%).
- **Code Enforcement.** The highest levels of satisfaction with City code enforcement, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: enforcing the exterior maintenance of commercial property (76%), enforcing the cleanup of junk and debris (73%), and enforcing the exterior maintenance of residential property (72%).
- **Public Information Services.** The highest levels of satisfaction with public information services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of the City website (69%), the availability of information about government services (69%), and efforts by the City government to inform residents about local issues (68%).
 - Fifty-four percent (54%) of respondents use local newspapers for information about the City, 52% use the City’s website, and 48% get information from friends.

Additional Findings

- Thirty-one percent (31%) of respondents have called their city government with a question, problem, or complaint during the past year. Of those who have had contact with city employees 86% were either “very satisfied” or “satisfied” with the courteousness of staff and 79% were either “very satisfied” or “satisfied” with how easy the employee was to contact. Overall, respondents have a favorable view of the city employees with whom they have contacted.
- Based on the sum of “very important” and “somewhat important” responses from respondents *who had an opinion* safety and security (95%), types of housing (91%), access to restaurants and entertainment (90%), and the availability of parks and recreation opportunities (90%) are the most important reasons for living in Sugar Land.

Benchmarking Analysis

The City of Sugar Land performed significantly better than the U.S. and Texas averages in nearly every category. The charts and tables below and on the following pages briefly highlight the comparisons among the 2017 Sugar Land results and the results of a benchmarking survey conducted both nationally and within Texas during the fall of 2016. Further details regarding these surveys can be located in Section 3 of the report along with a full breakdown of every comparison.



How the City of Sugar Land Compares to Other Communities Nationally

Satisfaction ratings for The City of Sugar Land **rated the same as or above the U.S. average in 95 of the 97 areas** that were assessed. The City of Sugar Land rated significantly higher than the U.S. average (difference of 5% or more) in 86 of these areas. Listed below are some of the most significant comparisons between the City of Sugar Land and the U.S. average:

Service	Sugar Land	US	Difference	Category
Maintenance of streets/sidewalks/infrastructure	82%	41%	42%	Major Categories of Service
Condition of major city streets	86%	50%	36%	Public Works
Overall quality of local governmental services	83%	49%	34%	Perceptions
Leadership of City Manager and their appointed staff	70%	37%	33%	Perceptions
Enforcing the clean-up of junk and debris	73%	41%	32%	Code Enforcement
Effectiveness of communication by local government	79%	47%	32%	Major Categories of Service
Condition of streets in your neighborhood	79%	48%	30%	Public Works
Enforcing the mowing and cutting of weeds	71%	41%	30%	Code Enforcement
Overall quality of customer service by local government	77%	47%	30%	Major Categories of Service
Overall value you receive for your local tax dollars and fees	68%	38%	30%	Perceptions
Mowing and tree trimming along streets	83%	54%	30%	Public Works
Enforcing the exterior maintenance of residential property	73%	43%	29%	Code Enforcement
As a Community that is moving in the right direction	81%	53%	28%	Overall Ratings
As a place to work	82%	54%	28%	Overall Ratings
As a place to live	97%	70%	28%	Overall Ratings
As a place to raise children	96%	68%	28%	Overall Ratings
Condition of storm drains in your neighborhood	73%	46%	27%	Utility Services
Overall image of your community	90%	64%	27%	Perceptions
Overall quality of bulky item pick-up services	77%	51%	26%	Utility Services
Leadership of elected officials	65%	40%	25%	Perceptions
Condition of sidewalks in your neighborhood	67%	42%	25%	Public Works
Cleanliness of streets and other public areas	87%	62%	24%	Public Works
Outdoor swimming pools	59%	35%	24%	Parks and Recreation
Availability of info about services and activities	69%	46%	24%	Public Information Services
Appearance of your community	85%	62%	23%	Perceptions
Enforcing the exterior maintenance of commercial property	75%	52%	23%	Code Enforcement
Efforts by local government in your area to prevent crime	79%	56%	23%	Police
Overall enforcement of local codes and ordinances	75%	52%	23%	Major Categories of Service
Condition of landscaping in medians and along streets	77%	54%	23%	Public Works
Efforts to keep you informed about local issues	68%	46%	22%	Public Information Services
Visibility of police in neighborhoods	80%	59%	21%	Police
How well your community is planning growth	68%	47%	21%	Perceptions
Timeliness of water/sewer line break repairs	72%	51%	21%	Utility Services
Overall quality of trash and recycling services	89%	69%	21%	Major Categories of Service
	89%	69%	20%	Feeling of Safety
Overall quality of water utility services	83%	63%	20%	Major Categories of Service
Condition of sidewalks in the city	67%	47%	20%	Public Works
Parking enforcement services	66%	46%	20%	Police
Efforts to ensure community prepared for emergencies	85%	65%	20%	Major Categories of Service
Overall quality of local police protection	90%	70%	20%	Police
Overall quality of yardwaste collection services	86%	66%	20%	Utility Services
Opportunity to engage/provide input into decisions	54%	34%	20%	Public Information Services

How the City of Sugar Land Compares to the State of Texas

Satisfaction ratings for The City of Sugar Land **rated the same or above the Texas average in 94 of the 97 areas** that were assessed. The City of Sugar Land rated significantly higher than this average (difference of 5% or more) in 88 of these areas. Listed below are some of the most significant comparisons between The City of Sugar Land and the Texas averages:

Service	Sugar Land	Texas	Difference	Category
Maintenance of streets/sidewalks/infrastructure	82%	38%	45%	Major Categories of Service
Mowing and tree trimming along streets	83%	44%	39%	Public Works
Condition of major city streets	86%	47%	39%	Public Works
Overall quality of local governmental services	83%	47%	36%	Perceptions
Overall value you receive for your local tax dollars and fees	68%	32%	36%	Perceptions
Overall quality of customer service by local government	77%	43%	33%	Major Categories of Service
Effectiveness of communication by local government	79%	46%	33%	Major Categories of Service
Enforcing the clean-up of junk and debris	73%	42%	32%	Code Enforcement
Condition of storm drains in your neighborhood	73%	41%	32%	Utility Services
As a place to raise children	96%	64%	32%	Overall Ratings
Availability of info about services and activities	69%	38%	32%	Public Information Services
Overall image of your community	90%	60%	31%	Perceptions
Condition of landscaping in medians and along streets	77%	47%	30%	Public Works
Overall quality of trash and recycling services	89%	59%	30%	Major Categories of Service
Overall quality of water utility services	83%	54%	29%	Major Categories of Service
Enforcing the mowing and cutting of weeds	71%	41%	29%	Code Enforcement
Overall quality of bulky item pick-up services	77%	48%	29%	Utility Services
Leadership of City Manager and their appointed staff	70%	41%	29%	Perceptions
Enforcing the exterior maintenance of residential property	73%	44%	29%	Code Enforcement
Overall quality of yardwaste collection services	86%	58%	28%	Utility Services
Condition of streets in your neighborhood	79%	51%	28%	Public Works
Condition of sidewalks in the city	67%	39%	28%	Public Works
Overall enforcement of local codes and ordinances	75%	47%	28%	Major Categories of Service
Overall feeling of safety in my community	89%	62%	27%	Feeling of Safety
Overall quality of local police protection	90%	62%	27%	Police
As a place to work	82%	55%	27%	Overall Ratings
Accessibility of streets, sidewalks, & buildings	71%	44%	27%	Public Works
Overall quality of drainage system in rainfall events	75%	48%	27%	Major Categories of Service
As a place to live	97%	71%	26%	Overall Ratings
Appearance of your community	85%	59%	26%	Perceptions
Overall quality of parks and rec programs and facilities	83%	57%	26%	Major Categories of Service
The level of public involvement in local decision making	51%	25%	26%	Public Information Services
Opportunity to engage/provide input into decisions	54%	28%	26%	Public Information Services
Efforts by local government in your area to prevent crime	79%	53%	26%	Police
Overall quality of life in your community	91%	66%	26%	Perceptions
Visibility of police in neighborhoods	80%	54%	25%	Police
Efforts to keep you informed about local issues	68%	43%	25%	Public Information Services
Overall quality of wastewater utility services	84%	59%	25%	Major Categories of Service
Leadership of elected officials	65%	40%	25%	Perceptions
Cleanliness of streets and other public areas	87%	62%	25%	Public Works
Visibility of police in commercial and retail areas	76%	51%	25%	Police
Condition of sidewalks in your neighborhood	67%	42%	25%	Public Works
Parking enforcement services	66%	41%	25%	Police

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 4 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below:

- Flow of traffic and congestion management (IS Rating=0.1948)

The table below shows the importance-satisfaction rating for all 13 major categories of City services that were rated.

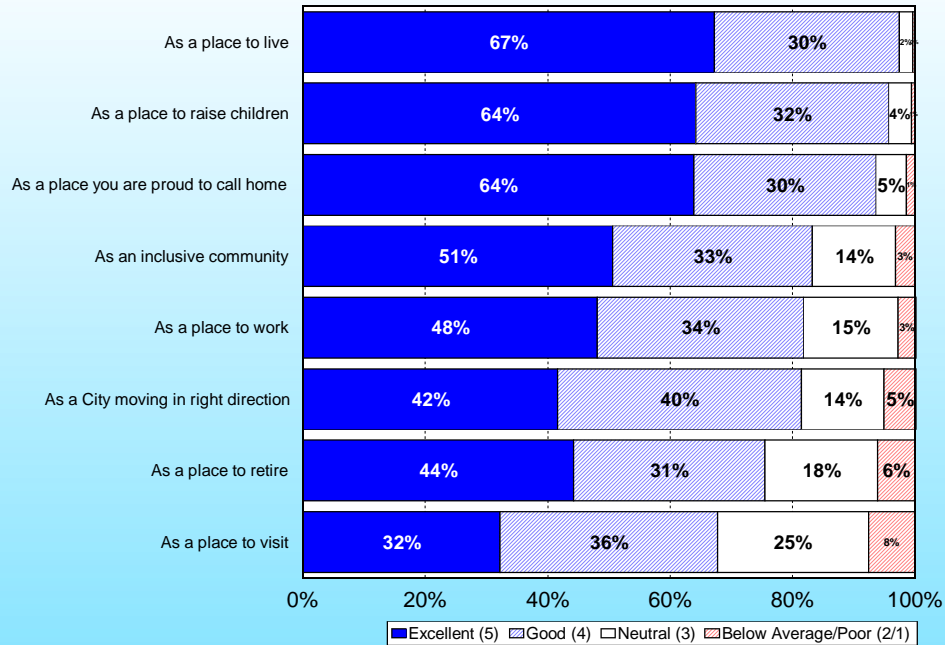
2017 Importance-Satisfaction Rating City of Sugar Land Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Flow of traffic & congestion management	50%	1	61%	13	0.1948	1
Medium Priority (IS <.10)						
Quality of stormwater management	39%	2	75%	12	0.0989	2
Maintenance of streets/sidewalks/infrastructure	34%	3	82%	7	0.0600	3
Quality of parks & rec programs/facilities	17%	5	83%	6	0.0281	4
Emergency preparedness	14%	7	81%	8	0.0262	5
Efforts to ensure community is prepared for emergencies	16%	6	85%	3	0.0232	6
Enforcement of local codes & ordinances	9%	9	75%	11	0.0224	7
Effectiveness of communication by City govt.	9%	8	79%	9	0.0197	8
Quality of police, fire & ambulance services	25%	4	94%	1	0.0141	9
Quality of customer service by City govt	6%	12	77%	10	0.0138	10
Quality of water utility services	8%	10	83%	5	0.0125	11
Quality of trash & recycling services	6%	11	89%	2	0.0066	12
Quality of wastewater utility services	3%	13	84%	4	0.0053	13

Section 1

Charts and Graphs

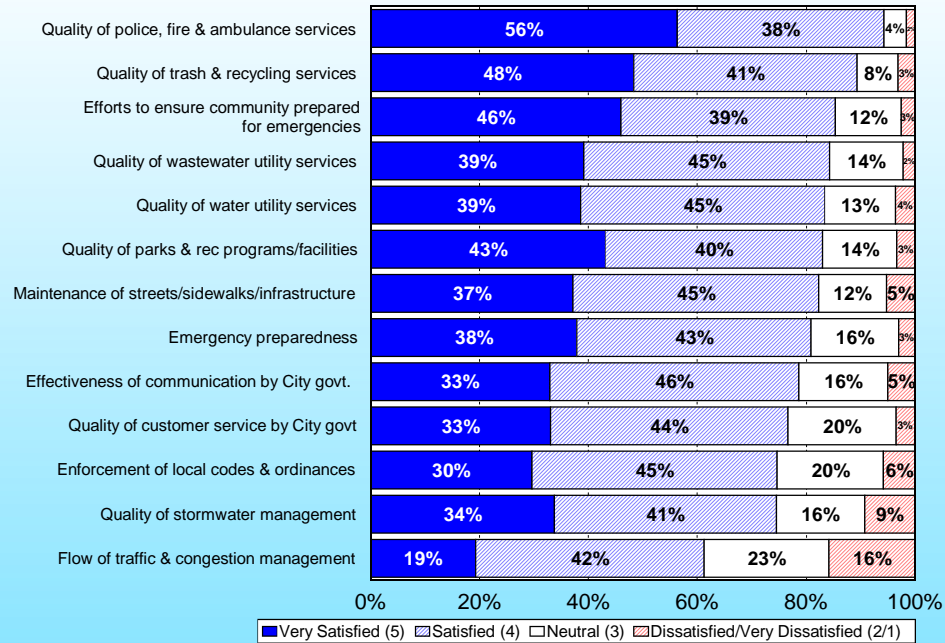
Q1. Rating Sugar Land with Regard to Each of the Following:

by percentage of households (Excluding "Don't Know")



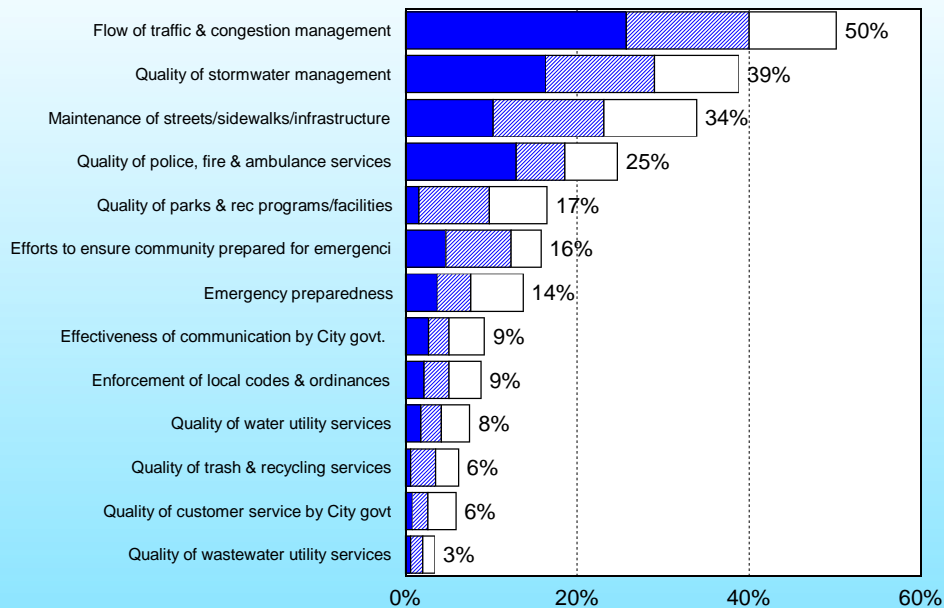
Q2. Overall Satisfaction with Major Categories of Service

by percentage of households (Excluding "Don't Know")



Q3. Which THREE Major Categories of Service Do You Think Should Receive the Most Emphasis Over the Next Two Years?

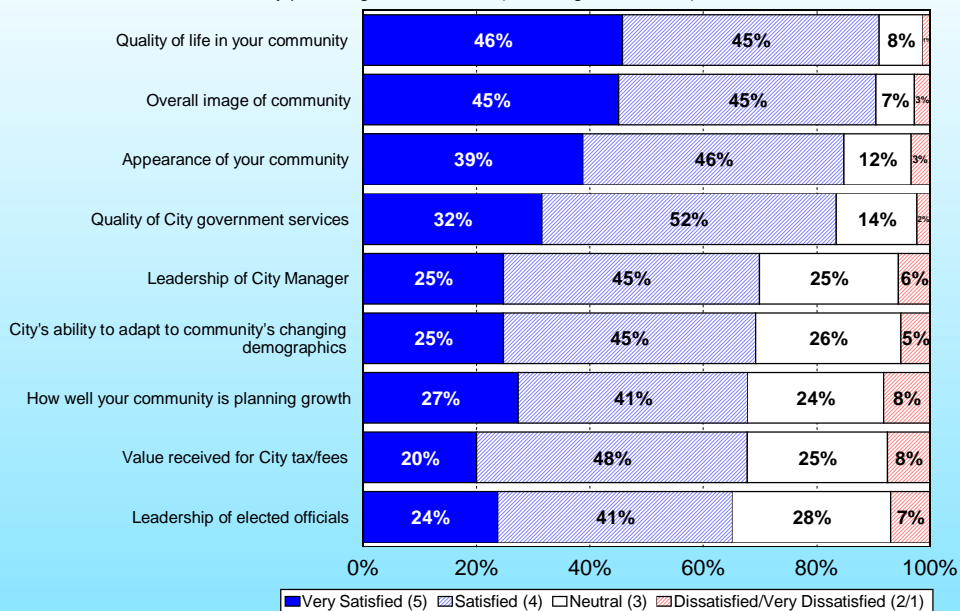
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2017)

Q4. Overall Satisfaction with Items that Influence Your Perception of the Community

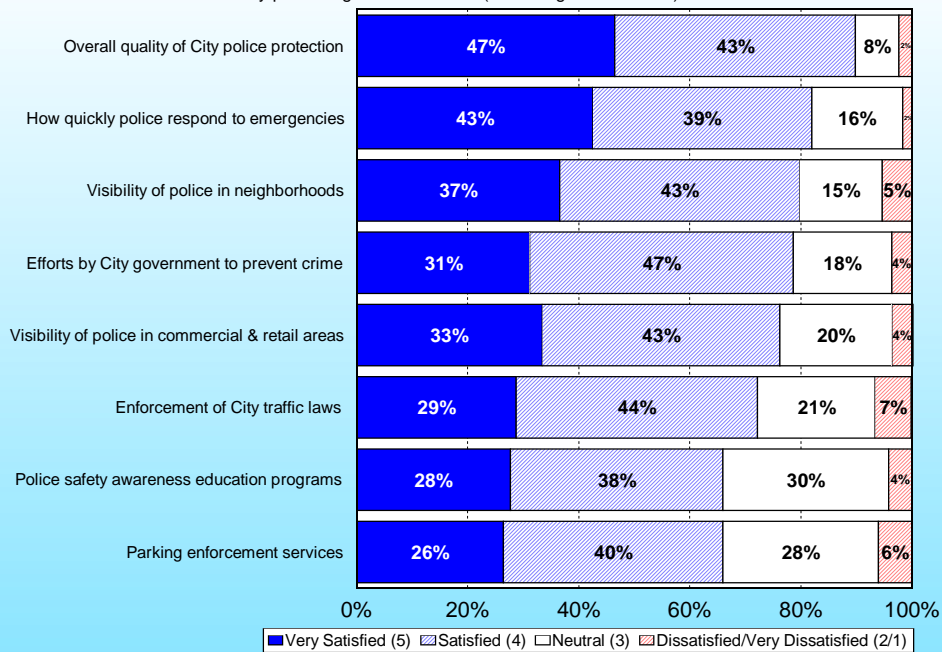
by percentage of households (Excluding "Don't Know")



Source: ETC Institute (2017)

Q5-1. Overall Satisfaction with Police Services

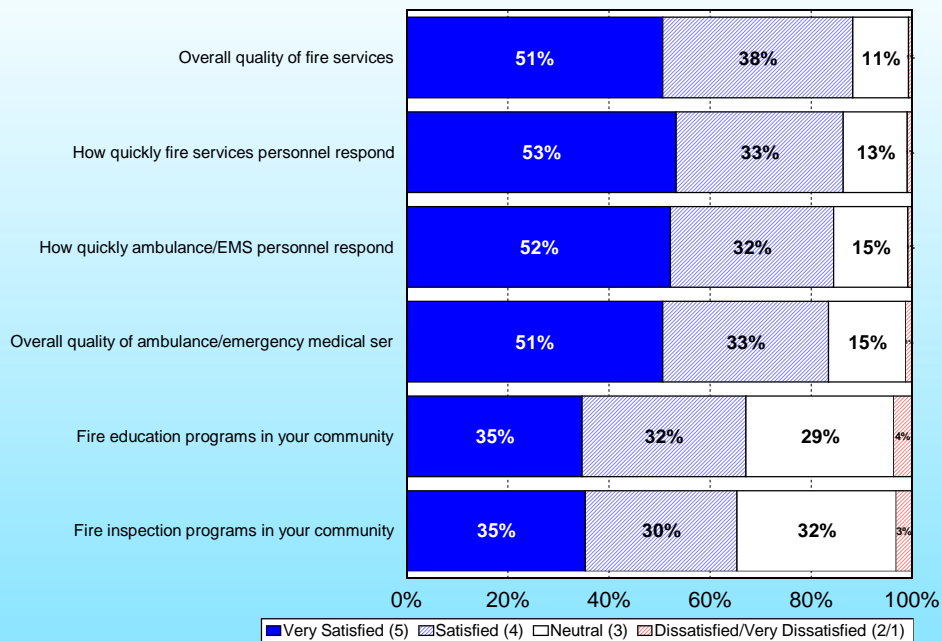
by percentage of households (Excluding "Don't Know")



Source: ETC Institute (2017)

Q5-2. Overall Satisfaction with Fire/EMS Services

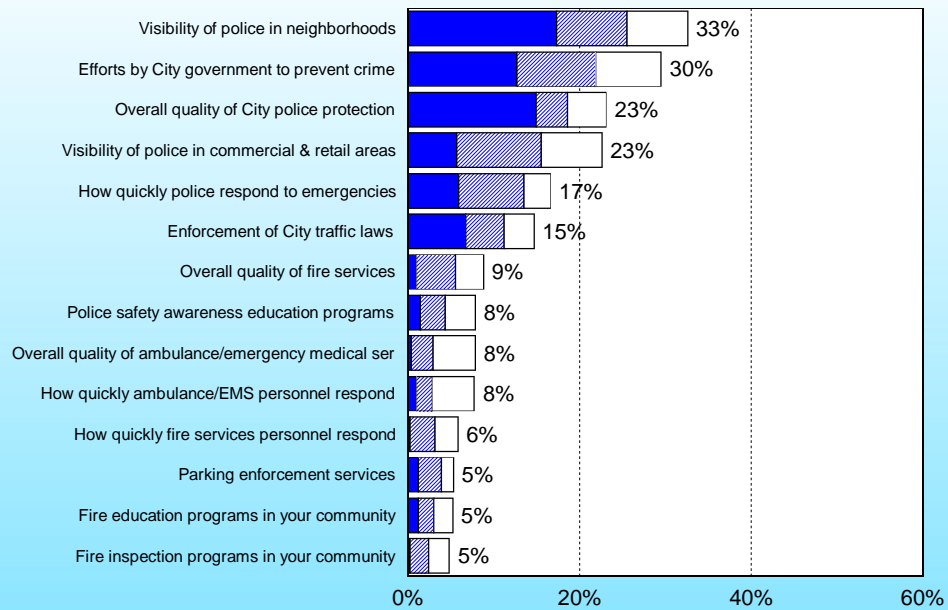
by percentage of households (Excluding "Don't Know")



Source: ETC Institute (2017)

Q6. Which THREE Public Safety Services Do You Think Should Receive the Most Emphasis Over the Next Two Years?

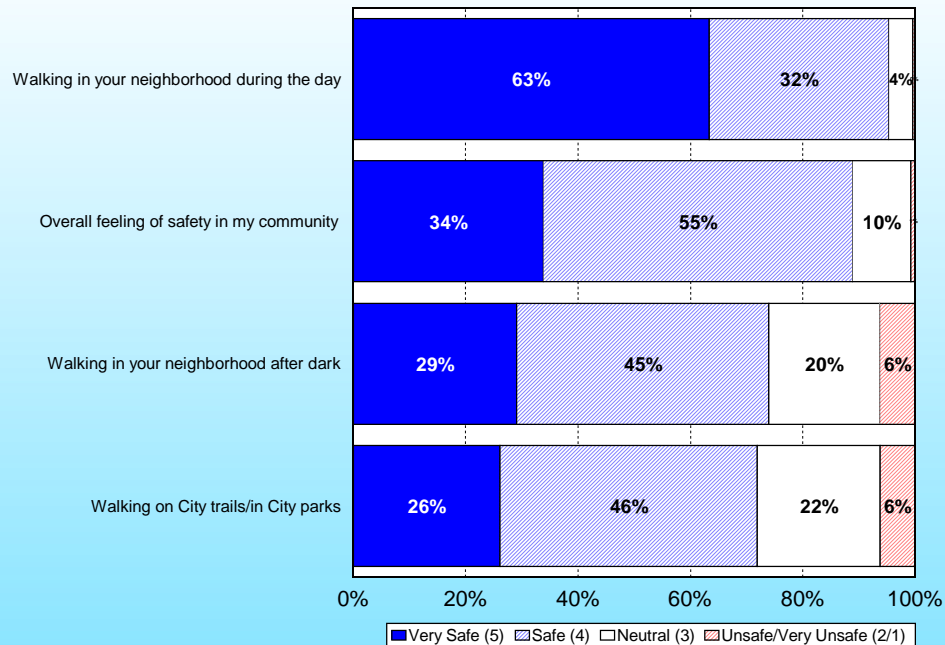
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2017)

Q7. Feeling of Safety in Various Situations

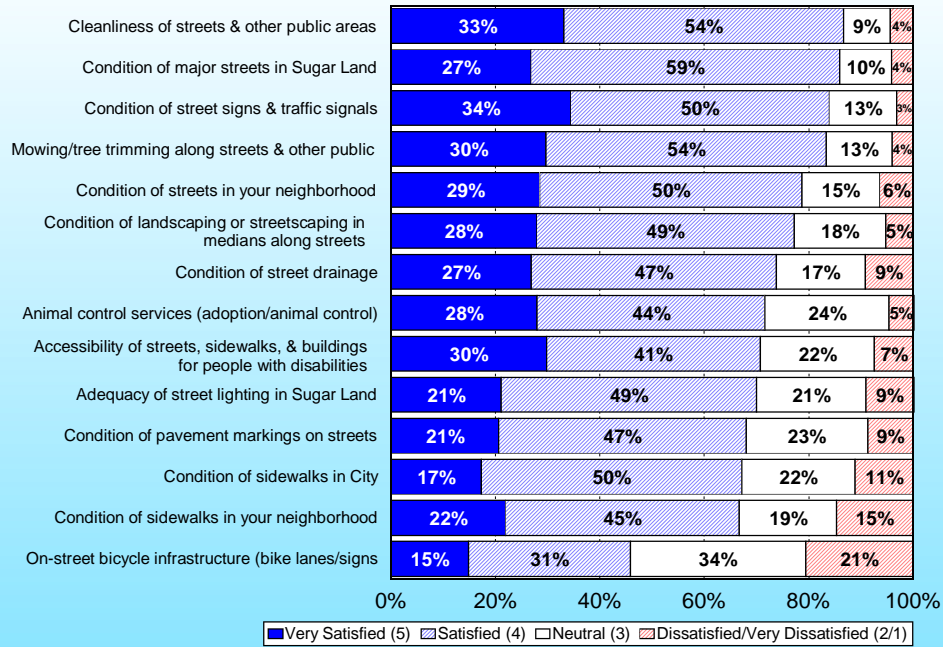
by percentage of households (Excluding "Don't Know")



Source: ETC Institute (2017)

Q8-1. Overall Satisfaction with Public Works

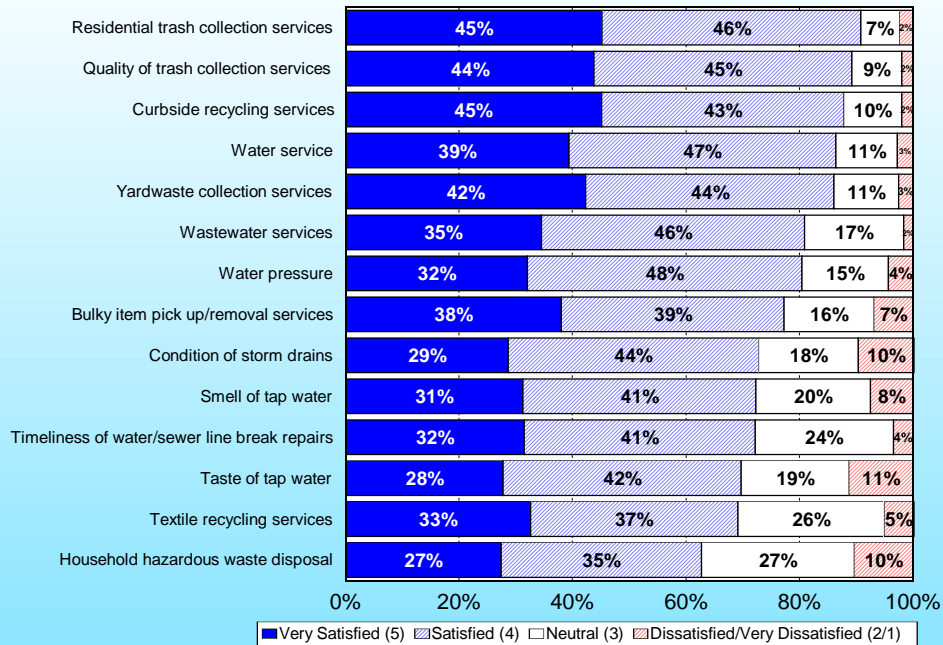
by percentage of households (Excluding "Don't Know")



Source: ETC Institute (2017)

Q8-2. Overall Satisfaction with Utility Services

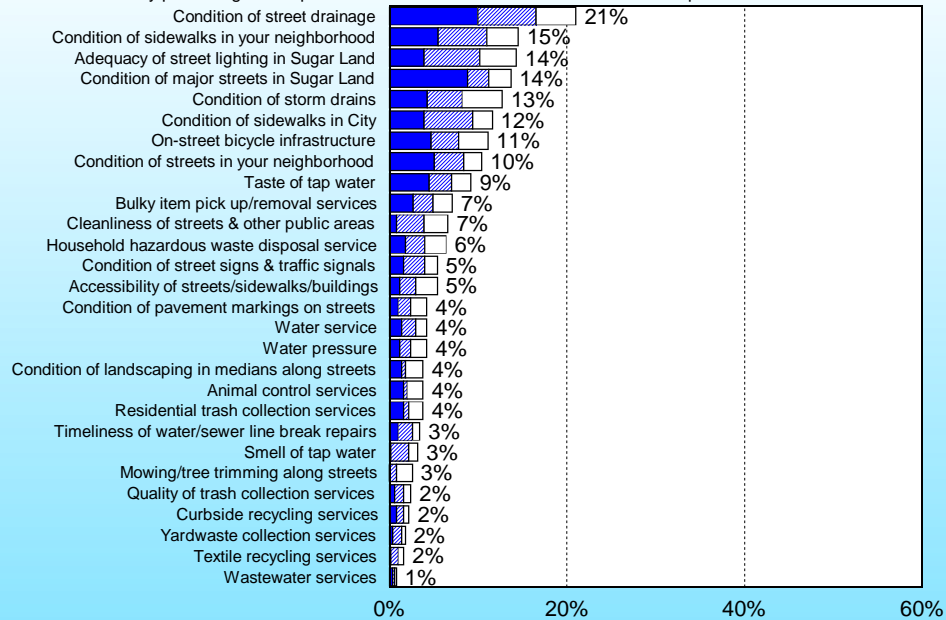
by percentage of households (Excluding "Don't Know")



Source: ETC Institute (2017)

Q9. Which THREE Public Works and Utility Services Do You Think Should Receive the Most Emphasis Over the Next Two Years?

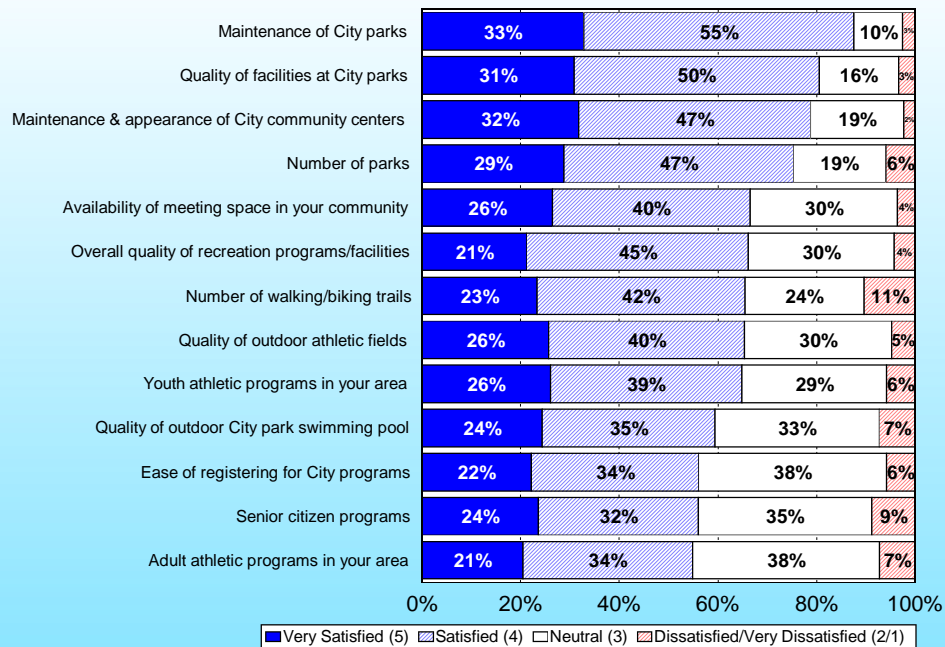
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2017)

Q10. Overall Satisfaction with Parks and Recreation

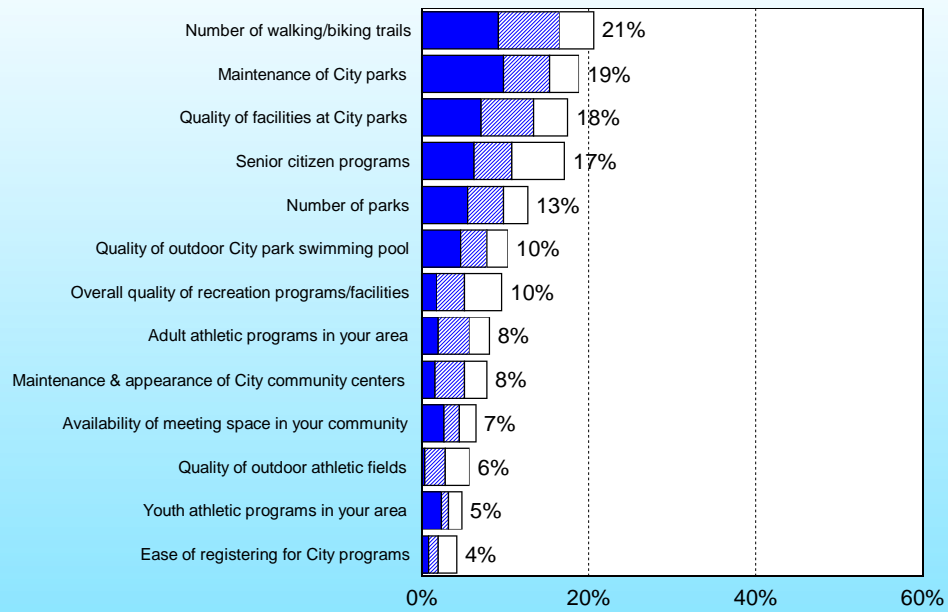
by percentage of households (Excluding "Don't Know")



Source: ETC Institute (2017)

Q11. Which THREE Parks and Recreation Services Do You Think Should Receive the Most Emphasis Over the Next Two Years?

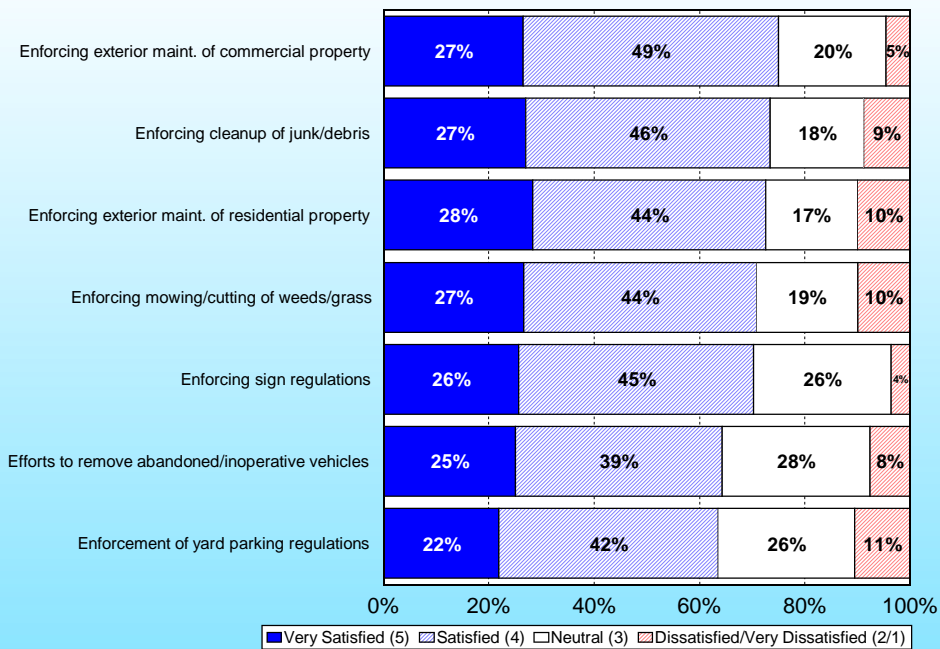
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2017)

Q12. Overall Satisfaction with City Code Enforcement

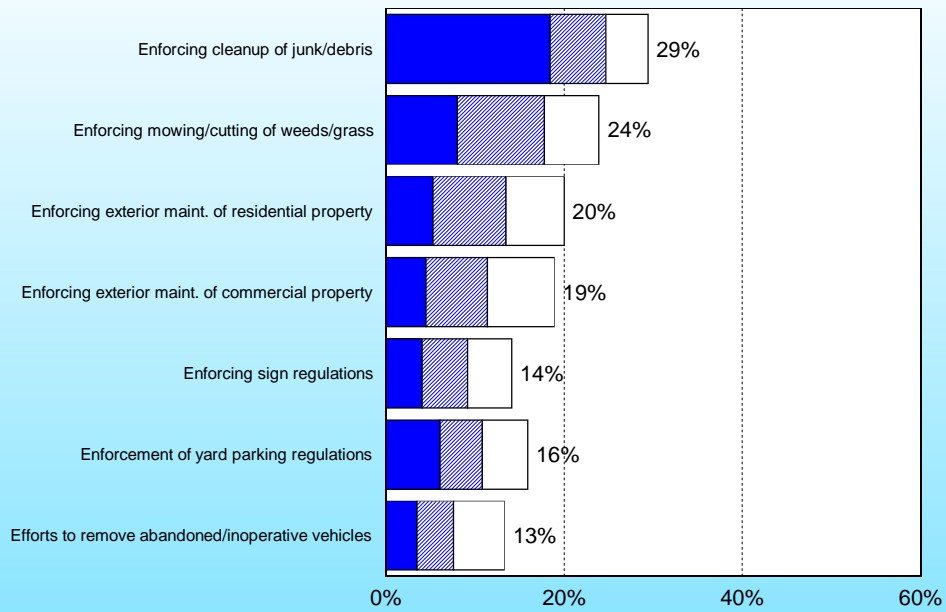
by percentage of households (Excluding "Don't Know")



Source: ETC Institute (2017)

Q13. Which THREE Code Enforcement Issues Do You Think Should Receive the Most Emphasis Over the Next Two Years?

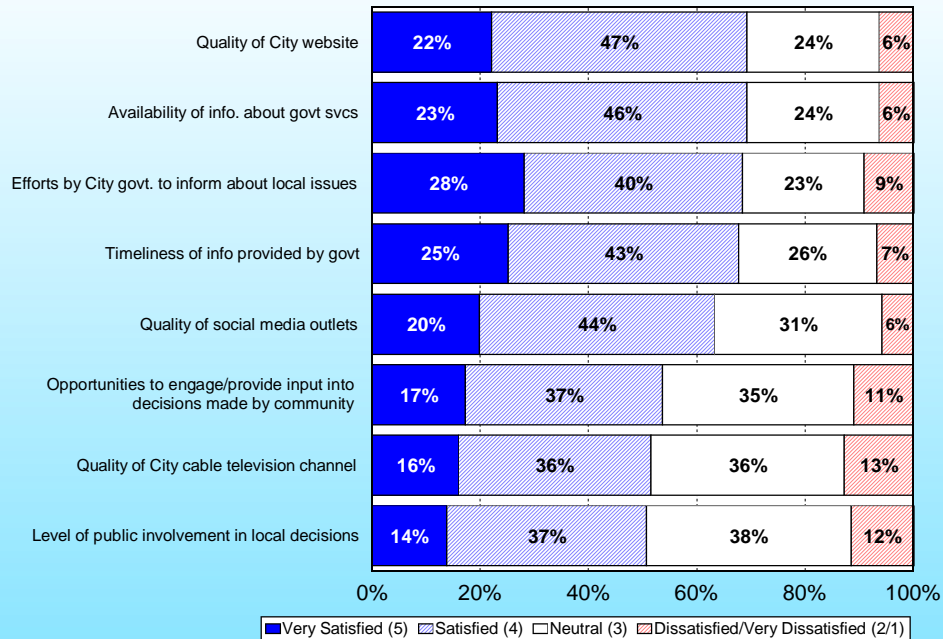
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2017)

Q14. Overall Satisfaction with Public Information Services

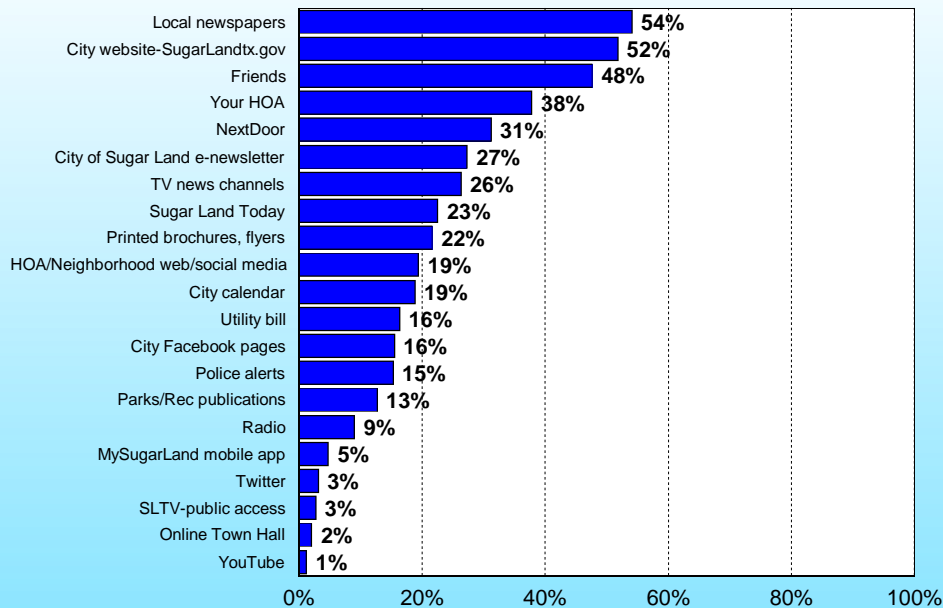
by percentage of households (Excluding "Don't Know")



Source: ETC Institute (2017)

Q15. From which of the following sources do you currently get information about the City of Sugar Land?

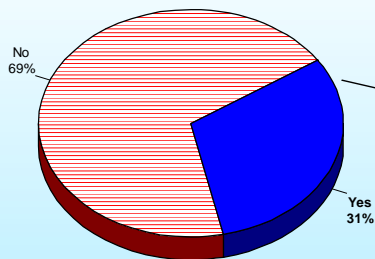
by percentage of respondents



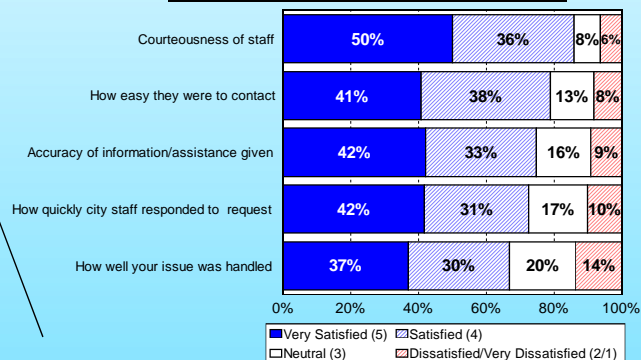
Source: ETC Institute (2017)

Q16. Have you called your city government with a question, problem, or complaint during the past year?

by percentage of respondents



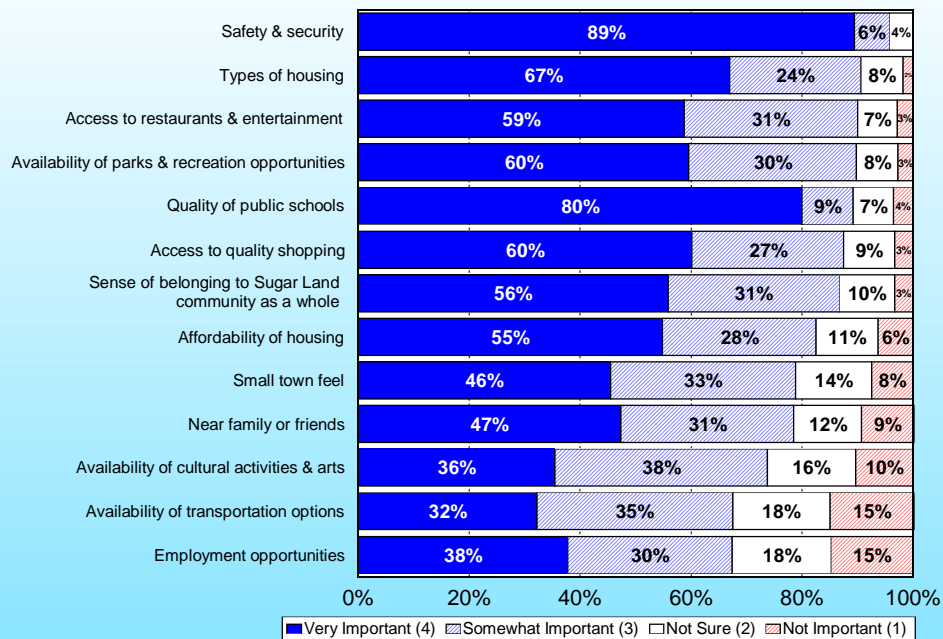
Q16a. Overall Satisfaction with Customer Service Provided by City Employees



Source: ETC Institute (2017)

Q18. Reasons to Live in Sugar Land

by percentage of households (Excluding "Don't Know")

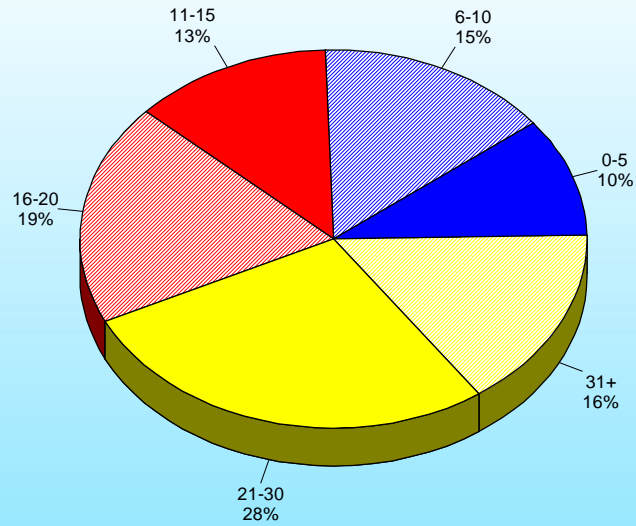


Source: ETC Institute (2017)

Demographics

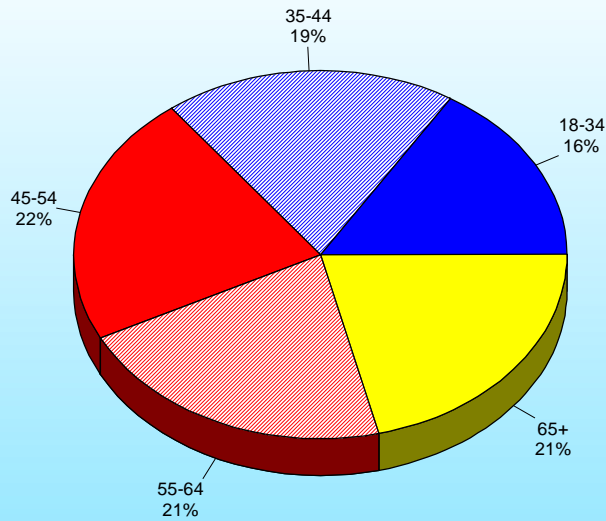
Source: ETC Institute (2017)

Q20. Demographics: Approximately how many years have you lived in Sugar Land?
by percentage of respondents



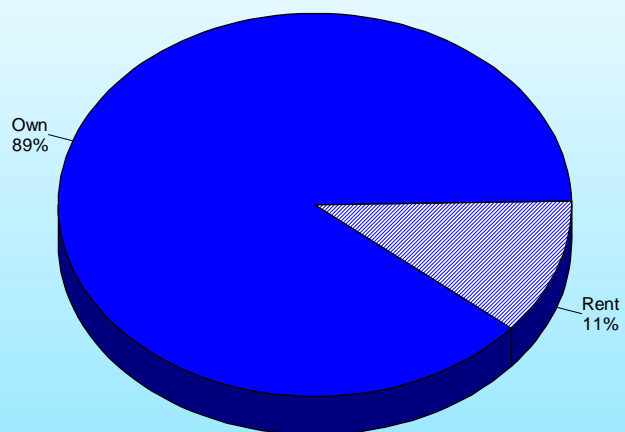
Source: ETC Institute (2017)

Q21. Demographics: What is your age?
by percentage of respondents



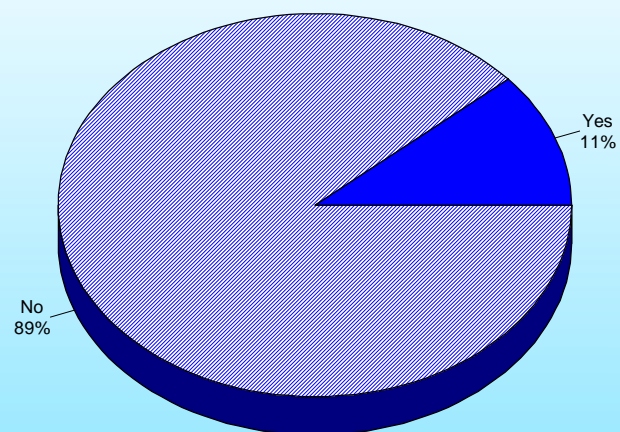
Source: ETC Institute (2017)

Q22. Demographics: Do you own or rent your current residence?
by percentage of respondents



Source: ETC Institute (2017)

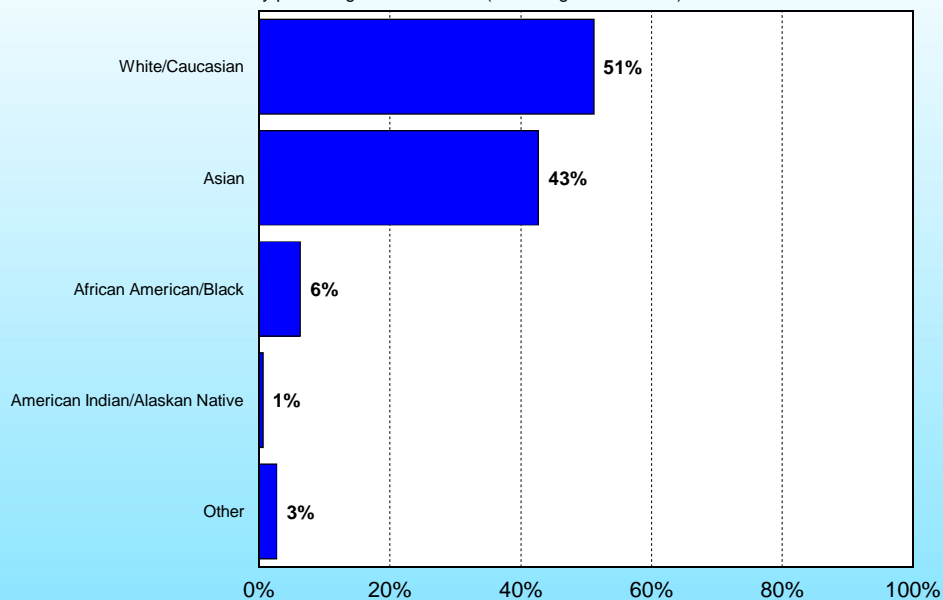
Q23. Demographics: Are you or other members of your household of Hispanic or Latino Ancestry?
by percentage of respondents



Source: ETC Institute (2017)

Q24. Demographics: Which of the following best describes your race/ethnicity?

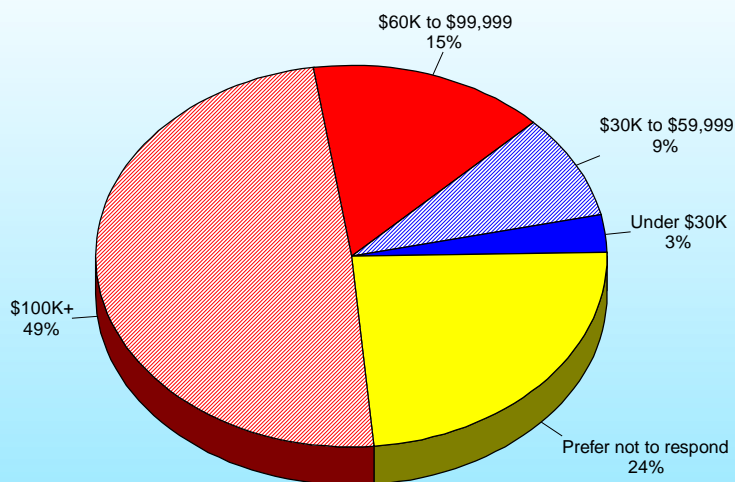
by percentage of households (Excluding "Don't Know")



Source: ETC Institute (2017)

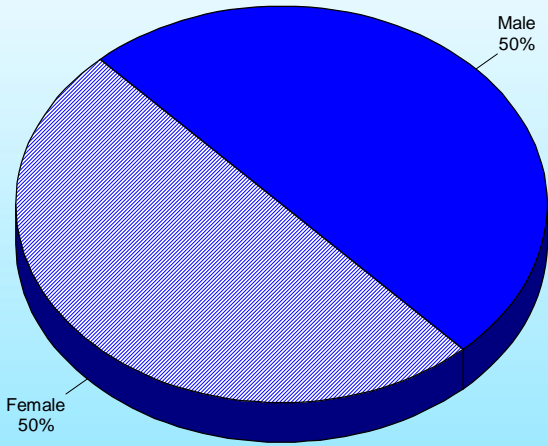
Q25. Demographics: Would you say your total household income is:

by percentage of respondents



Source: ETC Institute (2017)

Q26. Demographics: Your gender:
by percentage of respondents



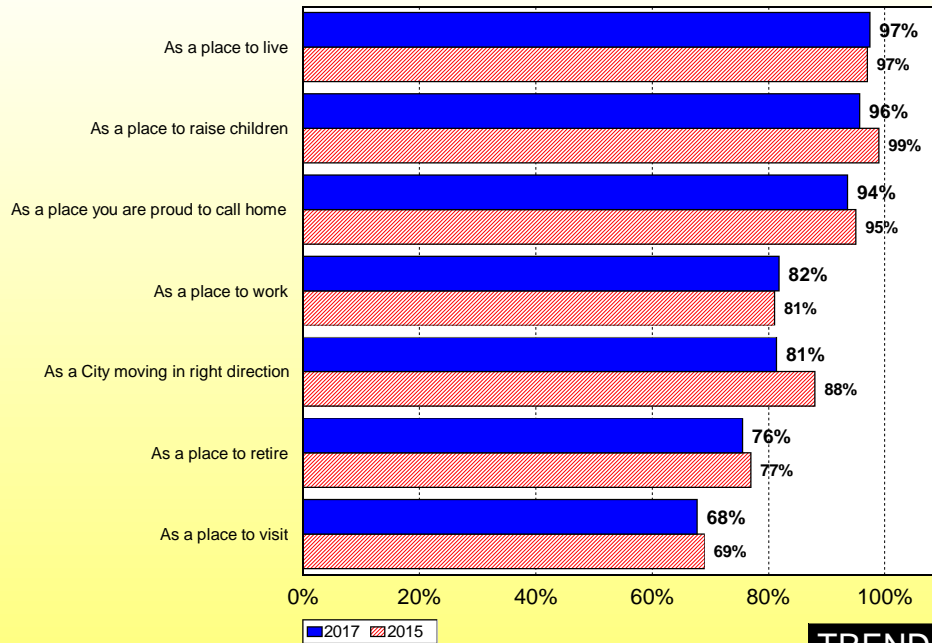
Source: ETC Institute (2017)

Section 2

Trend Charts

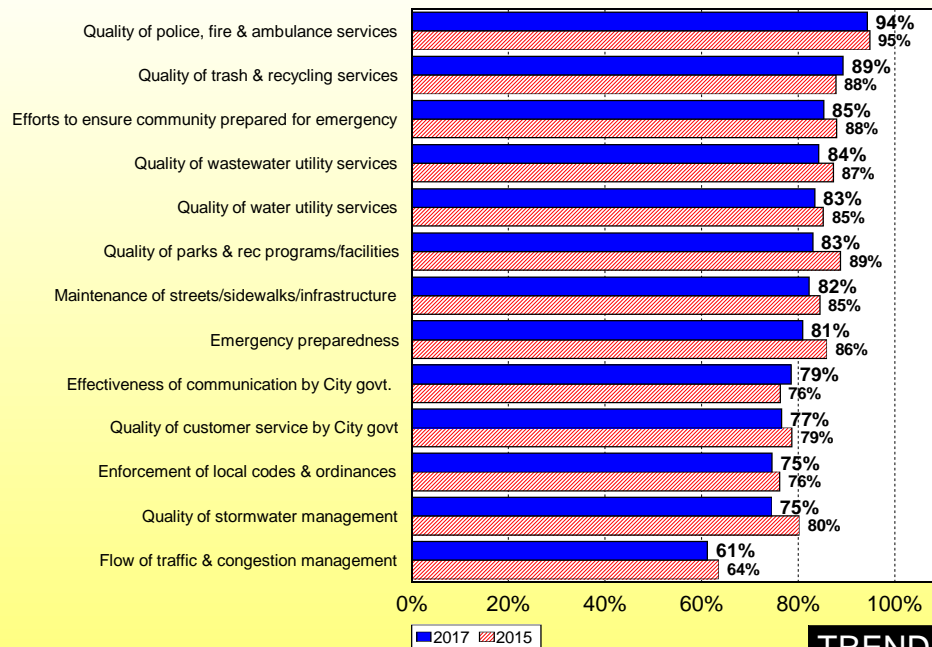
Q1. Rating Sugar Land with Regard to Each of the Following:

by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



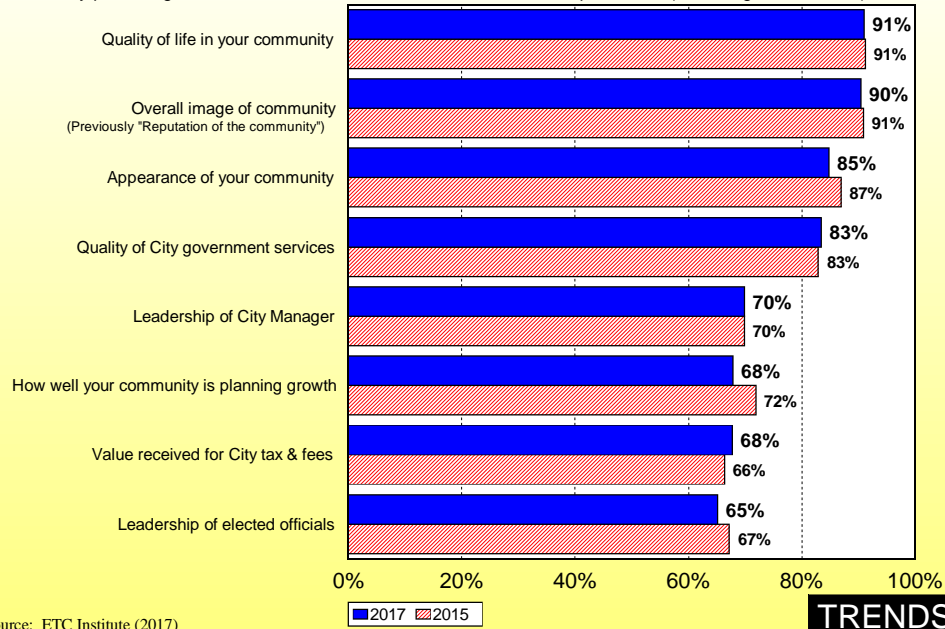
Q2. Overall Satisfaction with Major Categories of Service

by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



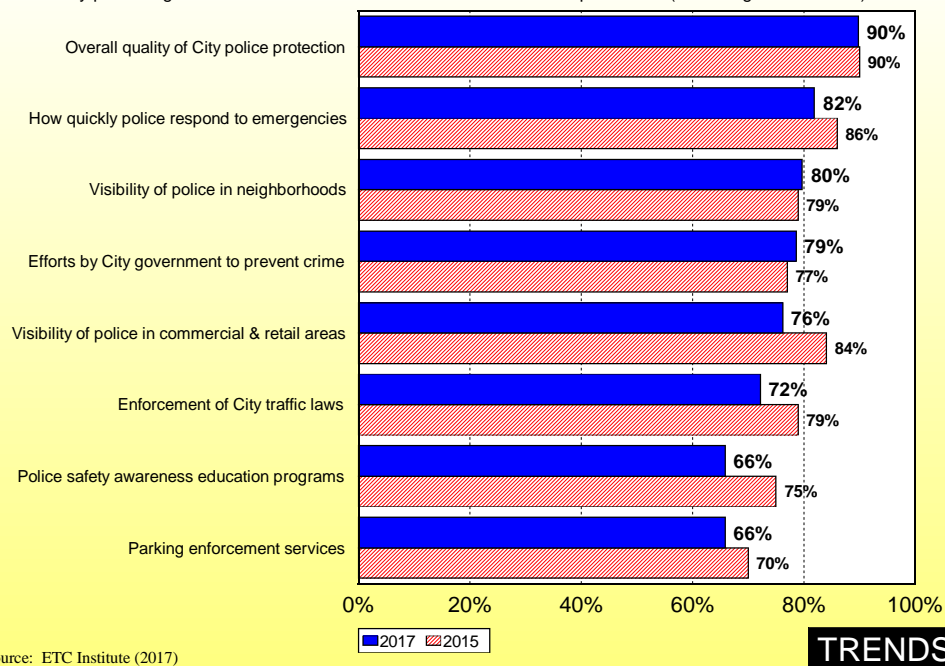
Q4. Overall Satisfaction with Items that Influence Your Perception of the Community

by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



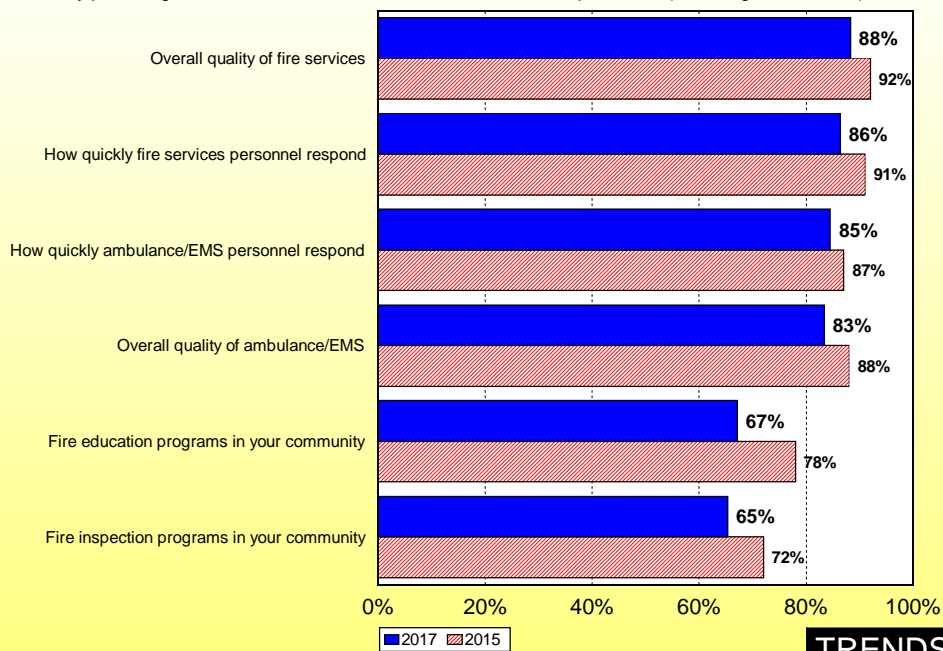
Q5-1. Overall Satisfaction with Police Services

by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



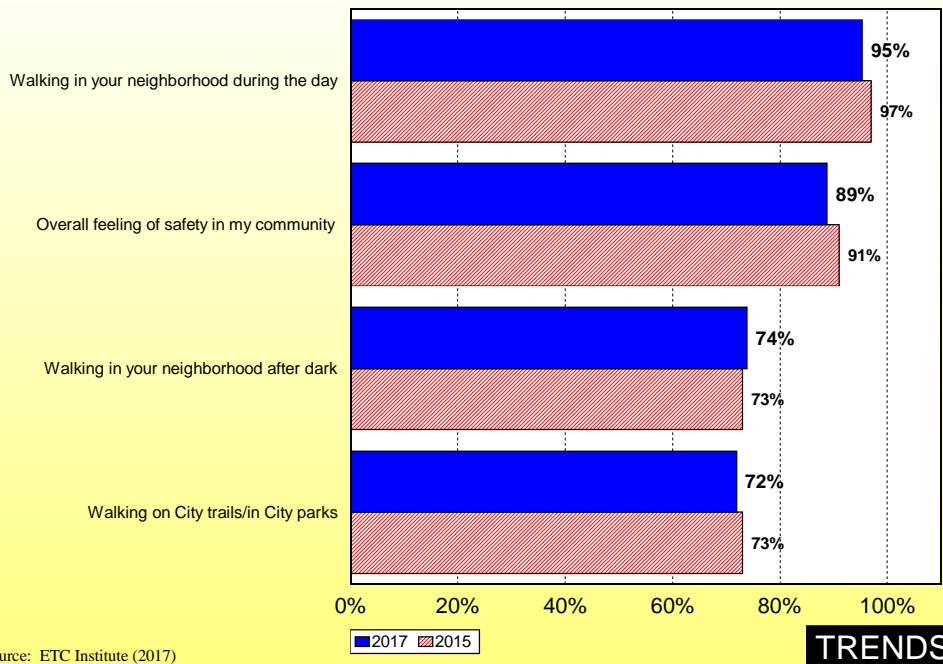
Q5-2. Overall Satisfaction with Fire/EMS Services

by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



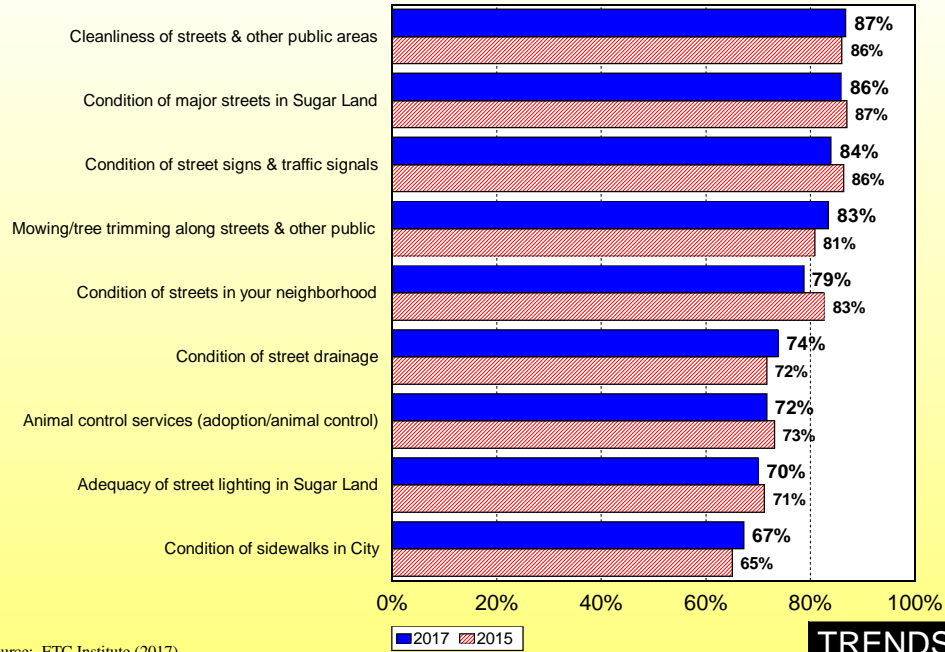
Q7. Feeling of Safety in Various Situations

by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



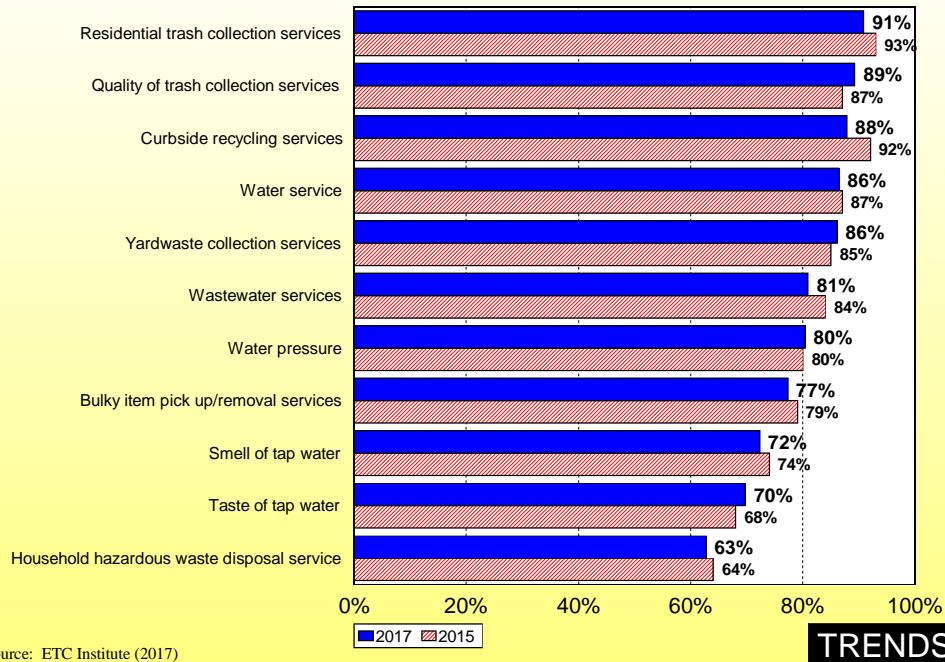
Q8-1. Overall Satisfaction with Public Works

by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



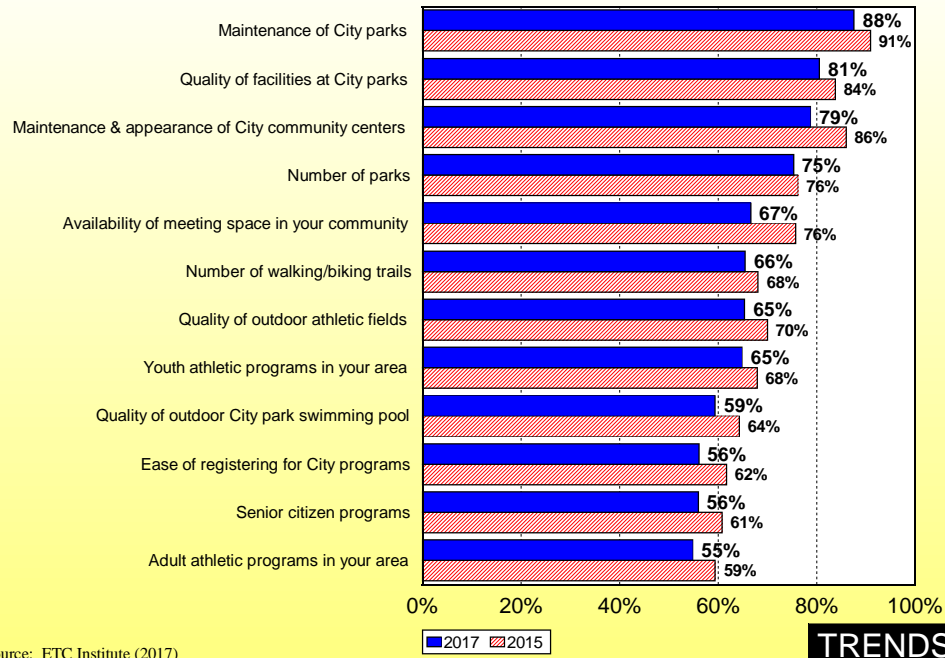
Q8-2. Overall Satisfaction with Utility Services

by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



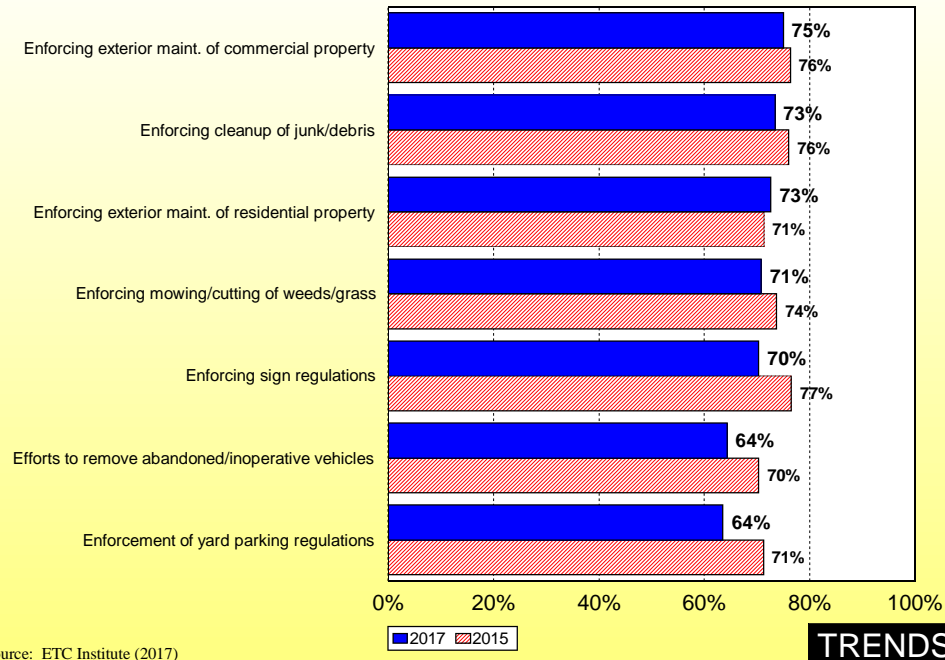
Q10. Overall Satisfaction with Parks and Recreation

by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



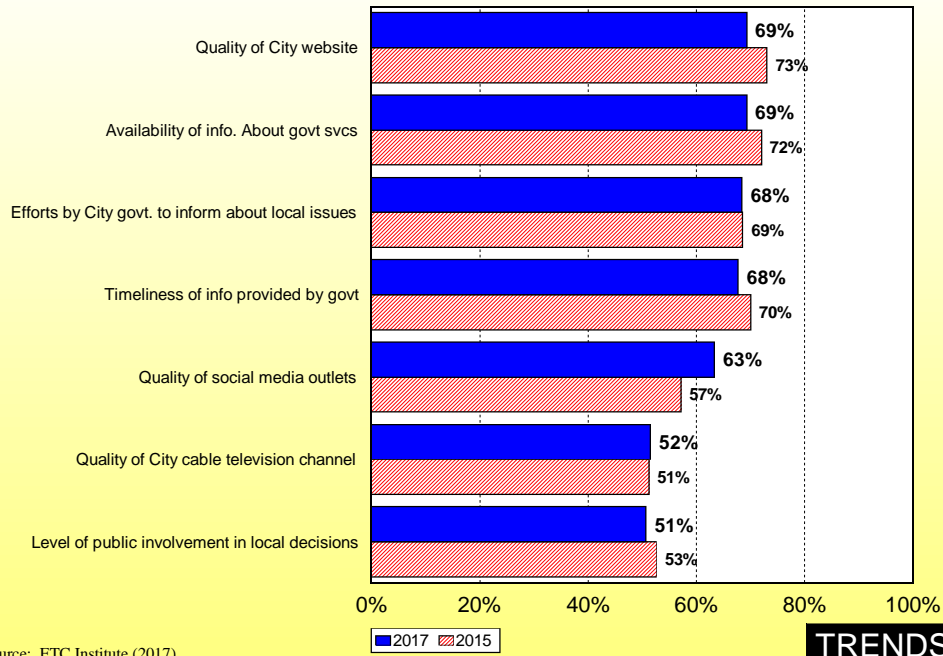
Q12. Overall Satisfaction with City Code Enforcement

by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



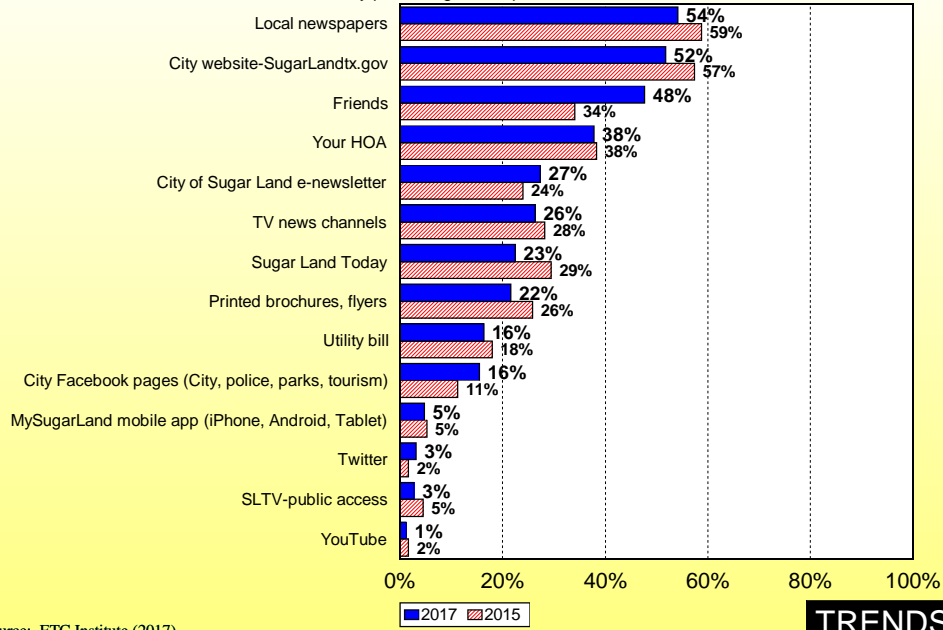
Q14. Overall Satisfaction with Public Information Services

by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")

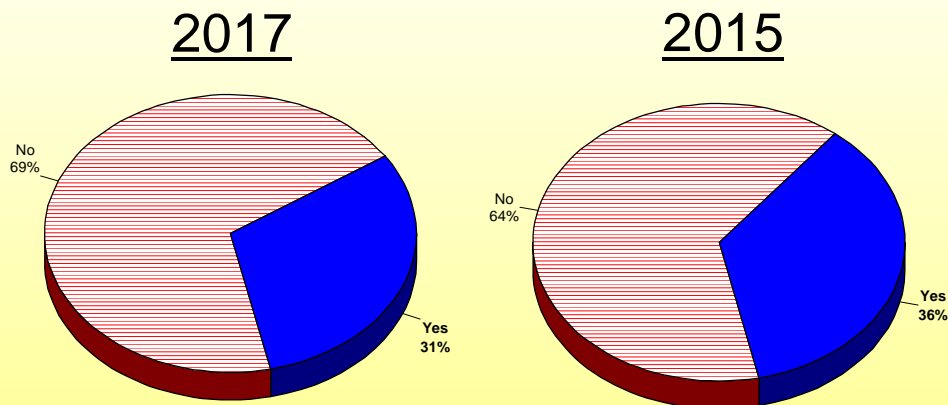


Q15. From which of the following sources do you currently get information about the City of Sugar Land?

by percentage of respondents



Q16. Have you called your city government with a question, problem, or complaint during the past year?
by percentage of respondents

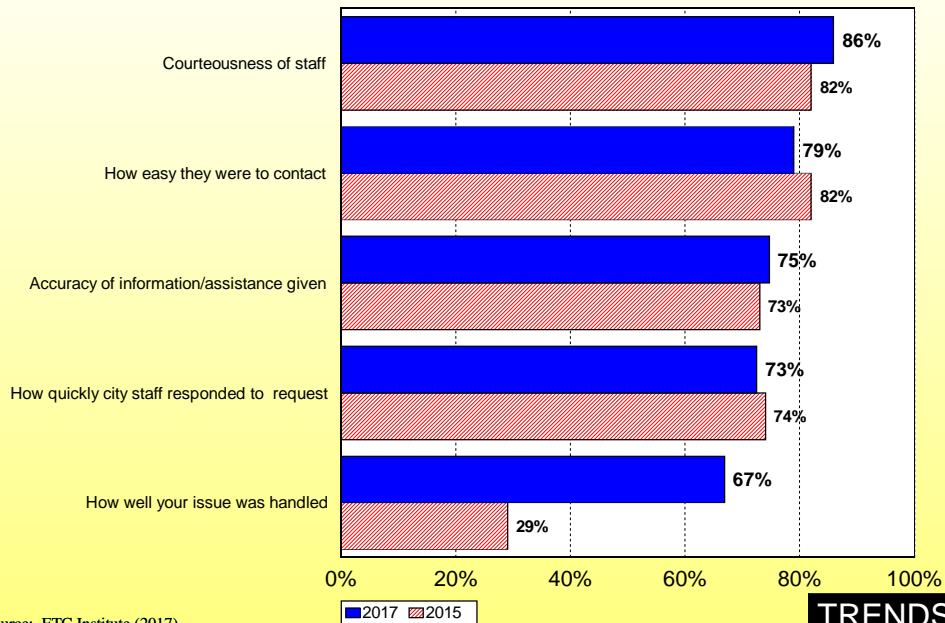


Source: ETC Institute (2017)

TRENDS

Q16a. Overall Satisfaction with Customer Service Provided by City Employees

by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")

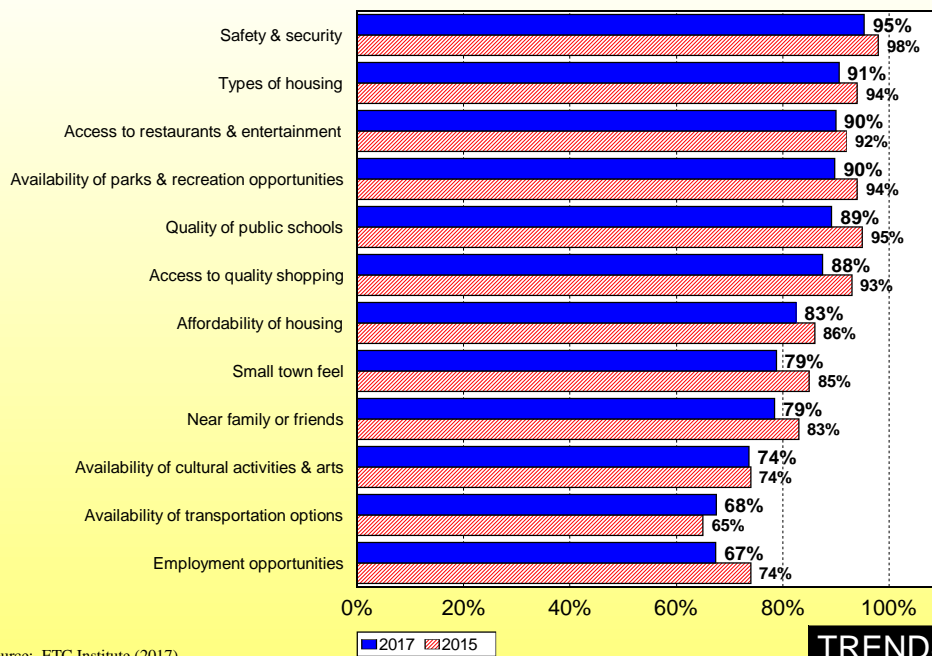


Source: ETC Institute (2017)

TRENDS

Q18. Reasons to Live in Sugar Land

by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



Section 3

Benchmarking Analysis



Benchmarking Summary Report

City of Sugar Land, Texas

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 230 cities in 43 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from three sources: (1) a national survey that was administered by ETC Institute during the fall of 2016 to a random sample of more than 4,000 residents across the United States, (2) a survey administered to over 300 residents living in Texas during the fall of 2016.

The charts on the following pages show how the overall results for Sugar Land compare to the United States national and regional averages based on the results of the 2016 survey that was administered by ETC institute to a random sample of over 4,000 residents across the United States, and the survey administered to over 300 residents living in Texas. Sugar Land's results are shown in blue, the United States averages are shown in red, and the Texas averages are shown in yellow.

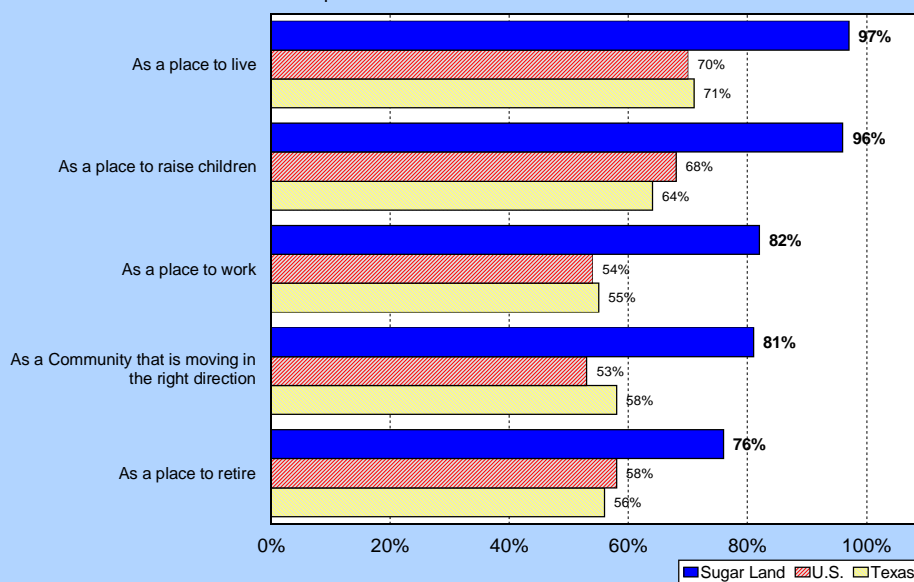
National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Sugar Land is not authorized without written consent from ETC Institute.

Rating the Community as a Whole

City of Sugar Land vs. U.S. vs. Texas

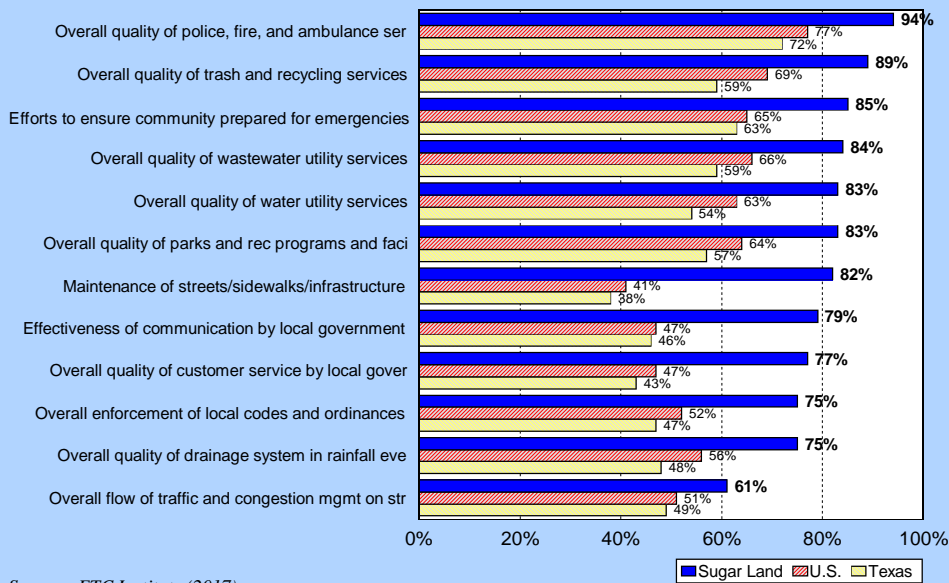
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "excellent"



Major Categories of Services

City of Sugar Land vs. U.S. vs. Texas

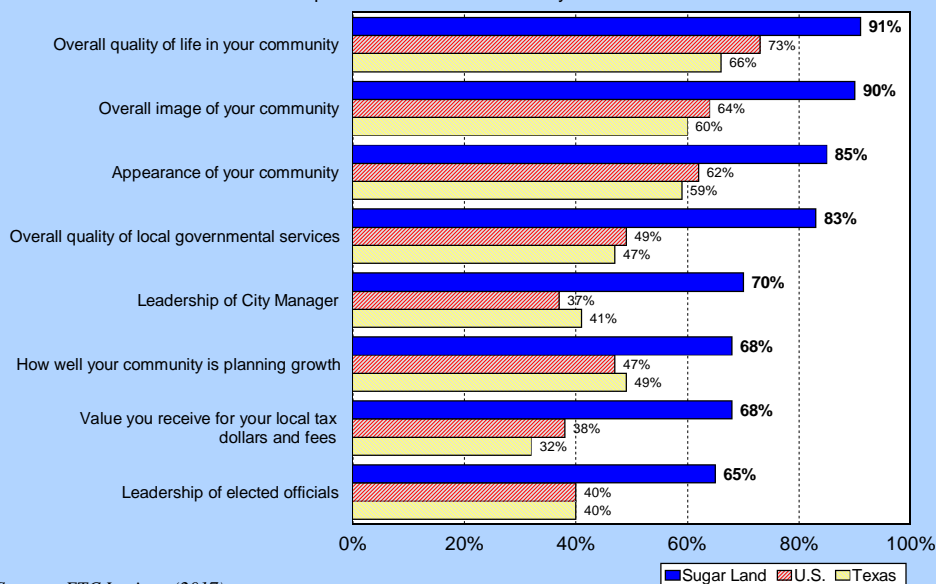
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"



Perceptions of the Community

City of Sugar Land vs. U.S. vs. Texas

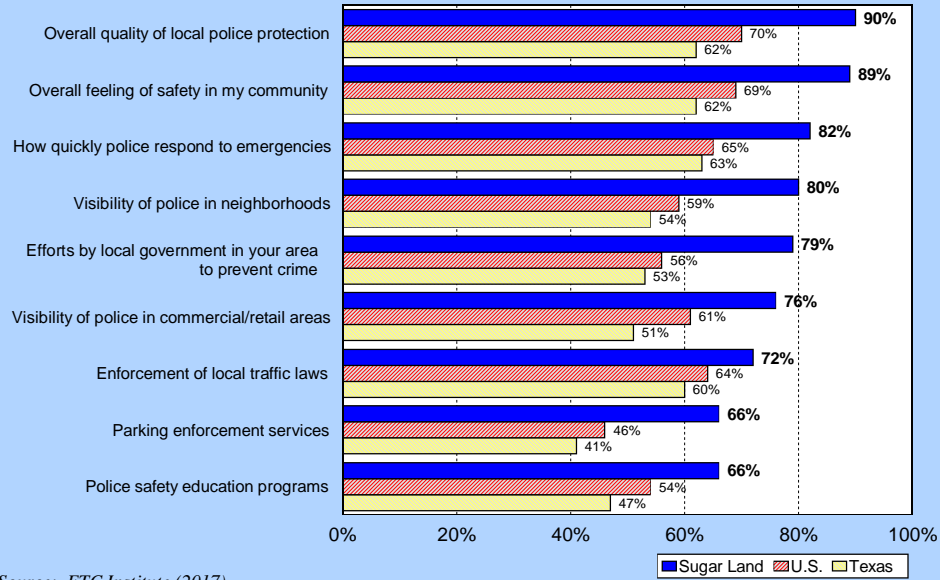
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"



Public Safety Service - Police Services

City of Sugar Land vs. U.S. vs. Texas

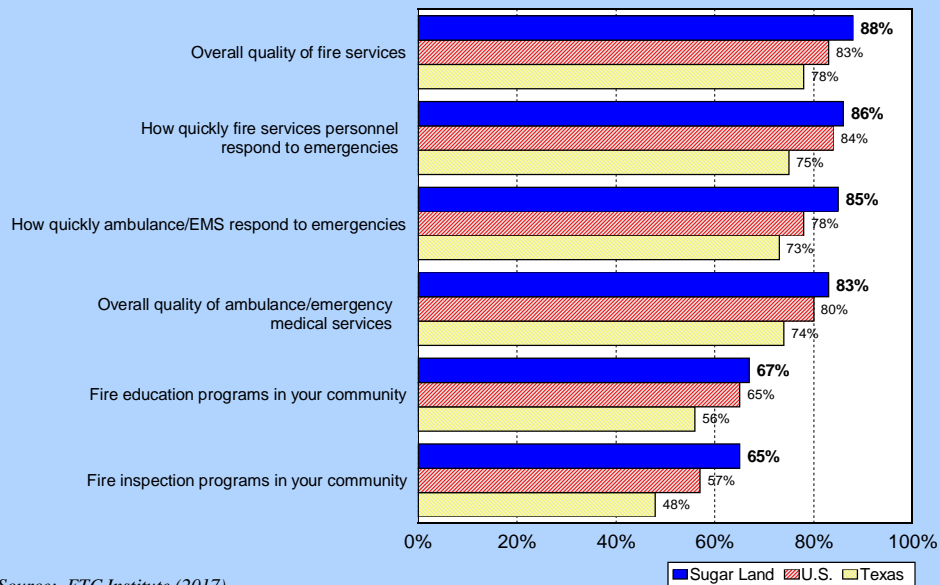
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"



Public Safety Service - Fire Services

City of Sugar Land vs. U.S. vs. Texas

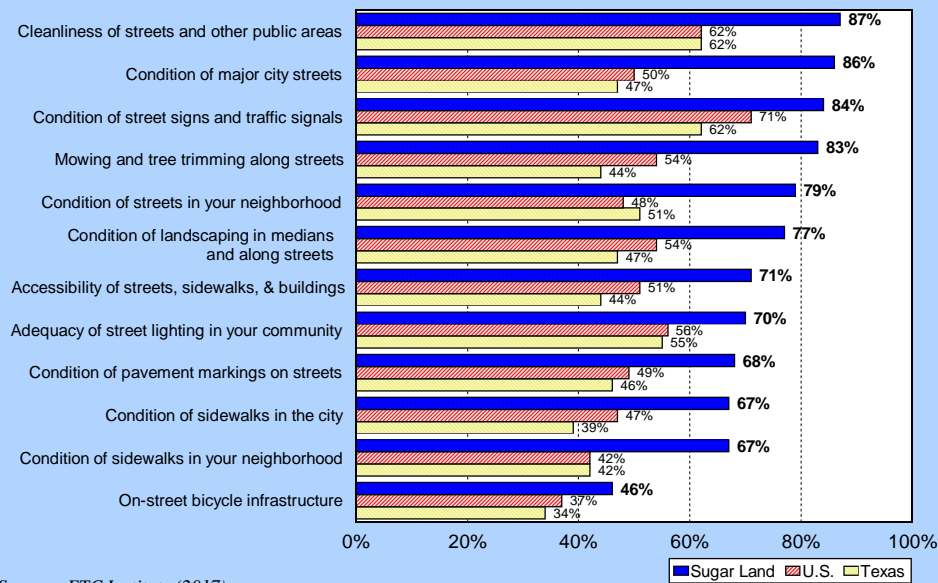
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"



Public Works

City of Sugar Land vs. U.S. vs. Texas

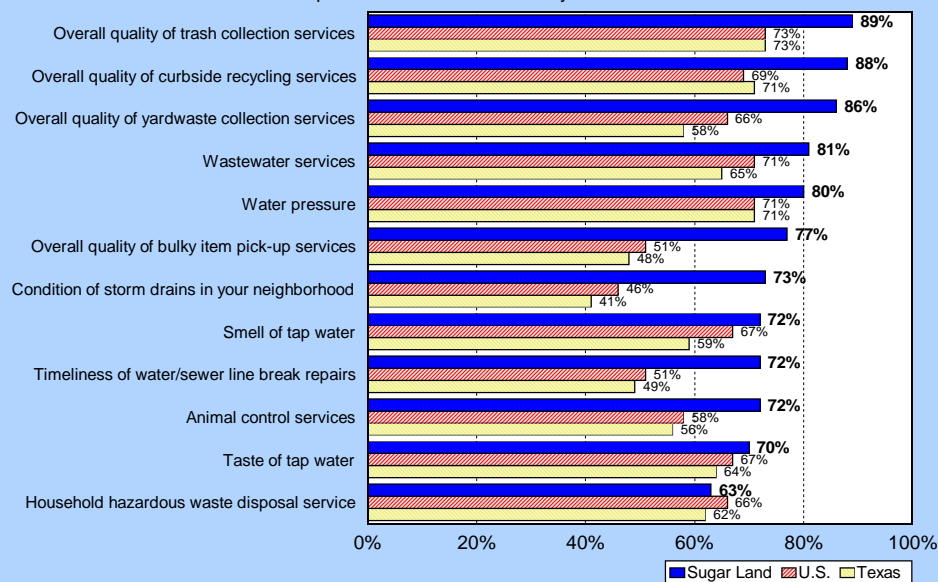
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"



Utility Services

City of Sugar Land vs. U.S. vs. Texas

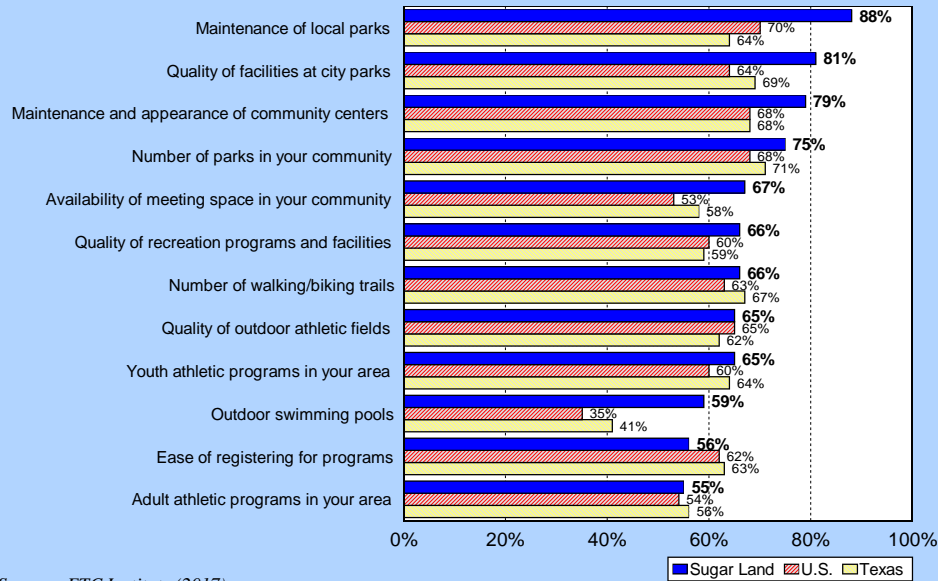
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"



Parks and Recreation

City of Sugar Land vs. U.S. vs. Texas

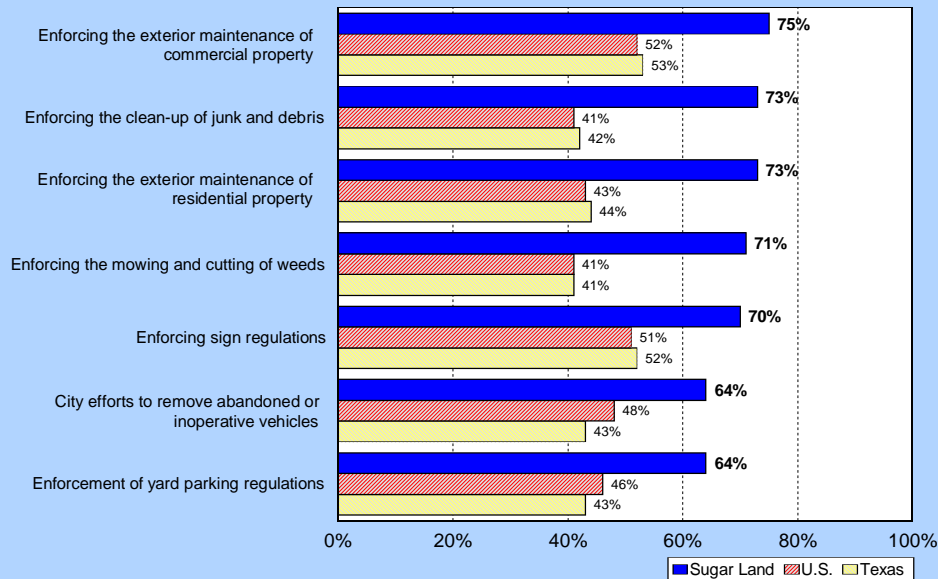
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"



Code Enforcement

City of Sugar Land vs. U.S. vs. Texas

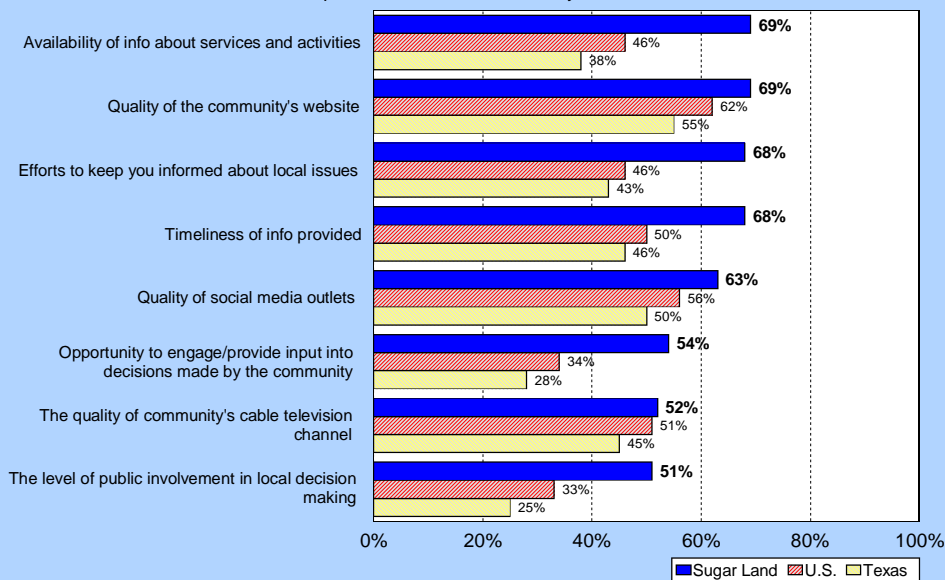
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"



Public Information Services

City of Sugar Land vs. U.S. vs. Texas

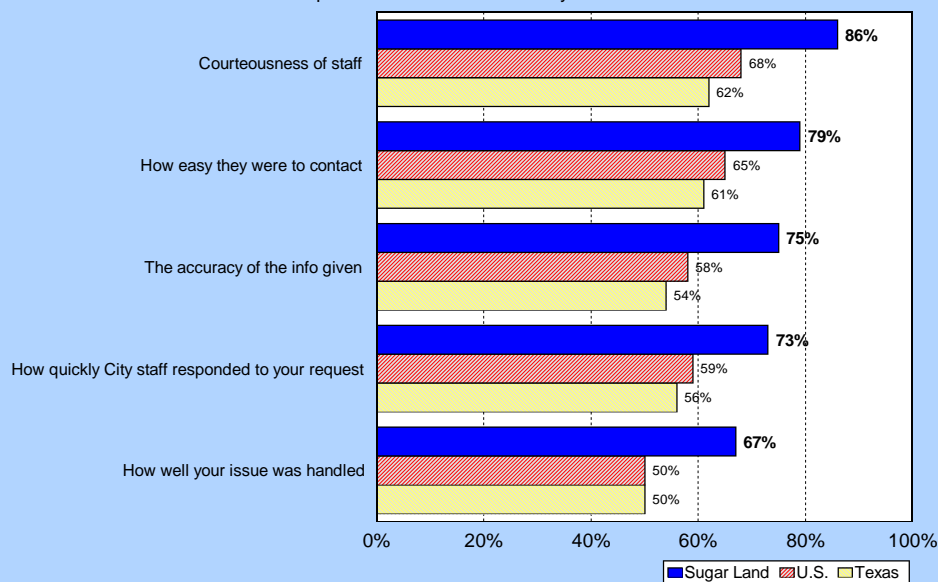
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"



Customer Service

City of Sugar Land vs. U.S. vs. Texas

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"



Section 4

Importance-Satisfaction Analysis



Importance-Satisfaction Analysis

City of Sugar Land, Texas

Overview

Today, City officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Overview

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to emphasize. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation: Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Fifty percent (50%) of respondents selected *flow of traffic and congestion management* as one of the most important services for the City to provide.

With regard to satisfaction, 61% of respondents surveyed rated the City's overall performance in the *flow of traffic and congestion management* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *flow of traffic and congestion management* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 50% was multiplied by 39% (1-0.61). This calculation yielded an I-S rating of 0.1948 which ranked first out of 13 major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.



The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis* ($IS \geq 0.20$)
- *Increase Current Emphasis* ($0.10 \leq IS < 0.20$)
- *Maintain Current Emphasis* ($IS < 0.10$)

The results for the City of Sugar Land are provided on the following pages.

2017 Importance-Satisfaction Rating

City of Sugar Land

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Flow of traffic & congestion management	50%	1	61%	13	0.1948	1
Medium Priority (IS <.10)						
Quality of stormwater management	39%	2	75%	12	0.0989	2
Maintenance of streets/sidewalks/infrastructure	34%	3	82%	7	0.0600	3
Quality of parks & rec programs/facilities	17%	5	83%	6	0.0281	4
Emergency preparedness	14%	7	81%	8	0.0262	5
Efforts to ensure community is prepared for emergencies	16%	6	85%	3	0.0232	6
Enforcement of local codes & ordinances	9%	9	75%	11	0.0224	7
Effectiveness of communication by City govt.	9%	8	79%	9	0.0197	8
Quality of police, fire & ambulance services	25%	4	94%	1	0.0141	9
Quality of customer service by City govt	6%	12	77%	10	0.0138	10
Quality of water utility services	8%	10	83%	5	0.0125	11
Quality of trash & recycling services	6%	11	89%	2	0.0066	12
Quality of wastewater utility services	3%	13	84%	4	0.0053	13

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2017 Importance-Satisfaction Rating

City of Sugar Land

Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS < .10)						
Visibility of police in neighborhoods	33%	1	80%	7	0.0662	1
Efforts by City government to prevent crime	30%	2	79%	8	0.0631	2
Visibility of police in commercial & retail areas	23%	4	76%	9	0.0538	3
Enforcement of City traffic laws	15%	6	72%	10	0.0409	4
How quickly police respond to emergencies	17%	5	82%	6	0.0300	5
Police safety awareness education programs	8%	8	66%	12	0.0266	6
Overall quality of City police protection	23%	3	90%	1	0.0236	7
Parking enforcement services	5%	12	66%	13	0.0181	8
Fire education programs in your community	5%	13	67%	11	0.0171	9
Fire inspection programs in your community	5%	14	65%	14	0.0167	10
Overall quality of ambulance/emergency medical services	8%	9	83%	5	0.0129	11
How quickly ambulance/EMS personnel respond	8%	10	85%	4	0.0119	12
Overall quality of fire services	9%	7	88%	2	0.0103	13
How quickly fire services personnel respond	6%	11	86%	3	0.0079	14

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2017 Importance-Satisfaction Rating

City of Sugar Land

Public Works and Utility Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS < .10)						
On-street bicycle infrastructure	11%	7	46%	28	0.0602	1
Condition of street drainage	21%	1	74%	15	0.0550	2
Condition of sidewalks in your neighborhood	15%	2	67%	26	0.0483	3
Adequacy of street lighting in Sugar Land	14%	3	70%	21	0.0429	4
Condition of sidewalks in City	12%	6	67%	25	0.0380	5
Condition of storm drains	13%	5	73%	16	0.0345	6
Taste of tap water	9%	9	70%	22	0.0279	7
Household hazardous waste disposal service	6%	12	63%	27	0.0239	8
Condition of streets in your neighborhood	10%	8	79%	12	0.0222	9
Condition of major streets in Sugar Land	14%	4	86%	7	0.0193	10
Bulky item pick up/removal services	7%	10	77%	13	0.0161	11
Accessibility of streets, sidewalks, & buildings for people with disabilities	5%	14	71%	20	0.0158	12
Condition of pavement markings on streets	4%	15	68%	24	0.0134	13
Animal control services (adoption/animal control)	4%	19	72%	19	0.0108	14
Timeliness of water/sewer line break repairs	3%	21	72%	18	0.0095	15
Smell of tap water	3%	22	72%	17	0.0089	16
Cleanliness of streets & other public areas	7%	11	87%	4	0.0088	17
Condition of street signs & traffic signals	5%	13	84%	8	0.0087	18
Condition of landscaping or streetscaping in medians along streets	4%	18	77%	14	0.0087	19
Water pressure	4%	17	80%	11	0.0082	20
Water service	4%	16	86%	5	0.0057	21
Textile recycling services	2%	27	69%	23	0.0049	22
Mowing and tree trimming along streets & other public areas	3%	23	83%	9	0.0043	23
Residential trash collection services	4%	20	91%	1	0.0035	24
Curbside recycling services	2%	25	88%	3	0.0027	25
Quality of trash collection services	2%	24	89%	2	0.0026	26
Yardwaste collection services	2%	26	86%	6	0.0025	27
Wastewater services	1%	28	81%	10	0.0015	28

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2017 Importance-Satisfaction Rating

City of Sugar Land

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS < .10)						
Senior citizen programs	17%	4	56%	12	0.0752	1
Number of walking/biking trails	21%	1	66%	7	0.0711	2
Quality of outdoor City park swimming pool	10%	6	59%	10	0.0418	3
Adult athletic programs in your area	8%	8	55%	13	0.0365	4
Quality of facilities at City parks	18%	3	81%	2	0.0340	5
Overall quality of recreation programs & facilities	10%	7	66%	6	0.0324	6
Number of parks	13%	5	75%	4	0.0314	7
Maintenance of City parks	19%	2	88%	1	0.0233	8
Availability of meeting space in your community	7%	10	67%	5	0.0217	9
Quality of outdoor athletic fields	6%	11	65%	8	0.0197	10
Ease of registering for City programs	4%	13	56%	11	0.0184	11
Youth athletic programs in your area	5%	12	65%	9	0.0168	12
Maintenance & appearance of City community centers	8%	9	79%	3	0.0165	13

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2017 Importance-Satisfaction Rating

City of Sugar Land

Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Enforcing cleanup of junk/debris	29%	1	73%	2	0.0782	1
Enforcing mowing/cutting of weeds/grass	24%	2	71%	4	0.0698	2
Enforcement of yard parking regulations	16%	6	64%	7	0.0580	3
Enforcing exterior maint. of residential property	20%	3	73%	3	0.0548	4
Efforts to remove abandoned/inoperative vehicles	13%	7	64%	6	0.0475	5
Enforcing exterior maint. of commercial property	19%	4	75%	1	0.0473	6
Enforcing sign regulations	14%	5	70%	5	0.0419	7

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Section 5

Tabular Data

Q1. Using a scale of 5 to 1, where 5 means "Excellent" and 1 means "Poor," please rate Sugar Land with regard to each of the following.

(N=510)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. As a place to live	66.7%	30.0%	2.2%	0.2%	0.2%	0.8%
Q1-2. As a place to raise children	61.2%	30.0%	3.5%	0.4%	0.2%	4.7%
Q1-3. As a place to work	39.2%	27.5%	12.5%	1.6%	0.8%	18.4%
Q1-4. As a place to retire	41.0%	29.0%	17.1%	3.1%	2.5%	7.3%
Q1-5. As a place to visit	31.0%	34.1%	23.7%	5.9%	1.4%	3.9%
Q1-6. As a City moving in right direction	40.6%	38.8%	13.1%	1.8%	3.3%	2.4%
Q1-7. As a place you are proud to call home	62.7%	29.2%	4.9%	0.4%	1.0%	1.8%
Q1-8. As an inclusive community	49.0%	31.6%	13.1%	1.8%	1.4%	3.1%

WITHOUT "DON'T KNOW"

Q1. Using a scale of 5 to 1, where 5 means "Excellent" and 1 means "Poor," please rate Sugar Land with regard to each of the following. (without "don't know")

(N=510)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. As a place to live	67.2%	30.2%	2.2%	0.2%	0.2%
Q1-2. As a place to raise children	64.2%	31.5%	3.7%	0.4%	0.2%
Q1-3. As a place to work	48.1%	33.7%	15.4%	1.9%	1.0%
Q1-4. As a place to retire	44.2%	31.3%	18.4%	3.4%	2.7%
Q1-5. As a place to visit	32.2%	35.5%	24.7%	6.1%	1.4%
Q1-6. As a City moving in right direction	41.6%	39.8%	13.5%	1.8%	3.4%
Q1-7. As a place you are proud to call home	63.9%	29.7%	5.0%	0.4%	1.0%
Q1-8. As an inclusive community	50.6%	32.6%	13.6%	1.8%	1.4%

Q2. Major categories of services provided by the City of Sugar Land are listed below. Please rate each item using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=510)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Quality of police, fire & ambulance services	54.1%	36.5%	3.9%	1.0%	0.6%	3.9%
Q2-2. Overall efforts by City government in your area to ensure community is prepared for emergencies	44.1%	37.6%	11.6%	1.4%	1.2%	4.1%
Q2-3. Overall maintenance of City streets, sidewalks & infrastructure	37.1%	44.9%	12.4%	4.5%	0.8%	0.4%
Q2-4. Overall effectiveness of communication by City government in your area	32.0%	44.3%	15.9%	3.5%	1.4%	2.9%
Q2-5. Overall flow of traffic & congestion management on streets in City of Sugar Land	19.2%	41.8%	22.9%	11.8%	3.9%	0.4%
Q2-6. Overall quality of drainage system in rainfall events	33.5%	40.4%	16.1%	6.9%	2.4%	0.8%
Q2-7. Overall quality of water utility services	37.8%	43.9%	12.7%	3.1%	0.4%	2.0%
Q2-8. Overall quality of wastewater utility services	38.2%	43.9%	13.1%	1.6%	0.6%	2.5%
Q2-9. Overall quality of trash & recycling services	47.8%	40.6%	7.5%	2.0%	1.2%	1.0%
Q2-10. Overall quality of parks & recreation programs & facilities	42.4%	39.2%	13.3%	2.9%	0.4%	1.8%
Q2-11. Overall quality of customer service provided by City government	30.0%	39.4%	18.0%	1.8%	1.4%	9.4%

Q2. Major categories of services provided by the City of Sugar Land are listed below. Please rate each item using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-12. Enforcement of local codes & ordinances	27.3%	41.4%	18.0%	4.1%	1.2%	8.0%
Q2-13. Emergency preparedness	35.5%	40.2%	15.1%	2.0%	0.8%	6.5%

WITHOUT "DON'T KNOW"

Q2. Major categories of services provided by the City of Sugar Land are listed below. Please rate each item using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=510)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Quality of police, fire & ambulance services	56.3%	38.0%	4.1%	1.0%	0.6%
Q2-2. Overall efforts by City government in your area to ensure community is prepared for emergencies	46.0%	39.3%	12.1%	1.4%	1.2%
Q2-3. Overall maintenance of City streets, sidewalks & infrastructure	37.2%	45.1%	12.4%	4.5%	0.8%
Q2-4. Overall effectiveness of communication by City government in your area	32.9%	45.7%	16.4%	3.6%	1.4%
Q2-5. Overall flow of traffic & congestion management on streets in City of Sugar Land	19.3%	41.9%	23.0%	11.8%	3.9%
Q2-6. Overall quality of drainage system in rainfall events	33.8%	40.7%	16.2%	6.9%	2.4%
Q2-7. Overall quality of water utility services	38.6%	44.8%	13.0%	3.2%	0.4%
Q2-8. Overall quality of wastewater utility services	39.2%	45.1%	13.5%	1.6%	0.6%
Q2-9. Overall quality of trash & recycling services	48.3%	41.0%	7.5%	2.0%	1.2%
Q2-10. Overall quality of parks & recreation programs & facilities	43.1%	39.9%	13.6%	3.0%	0.4%
Q2-11. Overall quality of customer service provided by City government	33.1%	43.5%	19.9%	1.9%	1.5%
Q2-12. Enforcement of local codes & ordinances	29.6%	45.0%	19.6%	4.5%	1.3%
Q2-13. Emergency preparedness	37.9%	43.0%	16.1%	2.1%	0.8%

Q3. Which THREE of the major categories of City services from the list in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q3. Top choice	Number	Percent
Quality of police, fire & ambulance services	66	12.9 %
Overall efforts by City government in your area to ensure community is prepared for emergencies	24	4.7 %
Overall maintenance of City streets, sidewalks & infrastructure	52	10.2 %
Overall effectiveness of communication by City government in your area	14	2.7 %
Overall flow of traffic & congestion management on streets in City of Sugar Land	131	25.7 %
Overall quality of drainage system in rainfall events	83	16.3 %
Overall quality of water utility services	9	1.8 %
Overall quality of wastewater utility services	3	0.6 %
Overall quality of trash & recycling services	3	0.6 %
Overall quality of parks & recreation programs & facilities	8	1.6 %
Overall quality of customer service provided by City government	4	0.8 %
Enforcement of local codes & ordinances	11	2.2 %
Emergency preparedness	19	3.7 %
None chosen	83	16.3 %
Total	510	100.0 %

Q3. Which THREE of the major categories of City services from the list in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q3. 2nd choice	Number	Percent
Quality of police, fire & ambulance services	29	5.7 %
Overall efforts by City government in your area to ensure community is prepared for emergencies	39	7.6 %
Overall maintenance of City streets, sidewalks & infrastructure	66	12.9 %
Overall effectiveness of communication by City government in your area	12	2.4 %
Overall flow of traffic & congestion management on streets in City of Sugar Land	73	14.3 %
Overall quality of drainage system in rainfall events	65	12.7 %
Overall quality of water utility services	12	2.4 %
Overall quality of wastewater utility services	7	1.4 %
Overall quality of trash & recycling services	15	2.9 %
Overall quality of parks & recreation programs & facilities	42	8.2 %
Overall quality of customer service provided by City government	9	1.8 %
Enforcement of local codes & ordinances	15	2.9 %
Emergency preparedness	20	3.9 %
None chosen	106	20.8 %
Total	510	100.0 %

Q3. Which THREE of the major categories of City services from the list in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q3. 3rd choice	Number	Percent
Quality of police, fire & ambulance services	31	6.1 %
Overall efforts by City government in your area to ensure community is prepared for emergencies	18	3.5 %
Overall maintenance of City streets, sidewalks & infrastructure	55	10.8 %
Overall effectiveness of communication by City government in your area	21	4.1 %
Overall flow of traffic & congestion management on streets in City of Sugar Land	52	10.2 %
Overall quality of drainage system in rainfall events	50	9.8 %
Overall quality of water utility services	17	3.3 %
Overall quality of wastewater utility services	7	1.4 %
Overall quality of trash & recycling services	14	2.7 %
Overall quality of parks & recreation programs & facilities	34	6.7 %
Overall quality of customer service provided by City government	17	3.3 %
Enforcement of local codes & ordinances	19	3.7 %
Emergency preparedness	31	6.1 %
None chosen	144	28.2 %
Total	510	100.0 %

Q3. Which THREE of the major categories of City services from the list in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q3. Sum of top 3 choices	Number	Percent
Quality of police, fire & ambulance services	126	24.7 %
Overall efforts by City government in your area to ensure community is prepared for emergencies	81	15.9 %
Overall maintenance of City streets, sidewalks & infrastructure	173	33.9 %
Overall effectiveness of communication by City government in your area	47	9.2 %
Overall flow of traffic & congestion management on streets in City of Sugar Land	256	50.2 %
Overall quality of drainage system in rainfall events	198	38.8 %
Overall quality of water utility services	38	7.5 %
Overall quality of wastewater utility services	17	3.3 %
Overall quality of trash & recycling services	32	6.3 %
Overall quality of parks & recreation programs & facilities	84	16.5 %
Overall quality of customer service provided by City government	30	5.9 %
Enforcement of local codes & ordinances	45	8.8 %
Emergency preparedness	70	13.7 %
None chosen	83	16.3 %
Total	1280	

Q4. Please rate each of the following items that may influence your perception of the community using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=510)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Overall value that you receive for your City tax & fees	19.4%	46.3%	24.1%	5.3%	2.0%	2.9%
Q4-2. Overall image of community	44.5%	44.7%	6.7%	1.6%	1.2%	1.4%
Q4-3. Quality of City government services	30.2%	49.8%	13.7%	1.6%	0.6%	4.1%
Q4-4. Quality of life in your community	45.1%	44.7%	7.5%	1.2%	0.2%	1.4%
Q4-5. How well your community is planning growth	25.7%	38.0%	22.5%	5.3%	2.4%	6.1%
Q4-6. Appearance of your community	38.2%	45.3%	11.6%	2.9%	0.4%	1.6%
Q4-7. Leadership of elected officials	21.2%	37.1%	24.9%	4.3%	2.0%	10.6%
Q4-8. Leadership of City Manager	21.6%	39.4%	21.4%	3.1%	1.8%	12.7%
Q4-9. City's ability to adapt to community's changing demographics	22.4%	40.2%	23.1%	3.1%	1.6%	9.6%

WITHOUT "DON'T KNOW"

Q4. Please rate each of the following items that may influence your perception of the community using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=510)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Overall value that you receive for your City tax & fees	20.0%	47.7%	24.8%	5.5%	2.0%
Q4-2. Overall image of community	45.1%	45.3%	6.8%	1.6%	1.2%
Q4-3. Quality of City government services	31.5%	51.9%	14.3%	1.6%	0.6%
Q4-4. Quality of life in your community	45.7%	45.3%	7.6%	1.2%	0.2%
Q4-5. How well your community is planning growth	27.3%	40.5%	24.0%	5.6%	2.5%
Q4-6. Appearance of your community	38.8%	46.0%	11.8%	3.0%	0.4%
Q4-7. Leadership of elected officials	23.7%	41.4%	27.9%	4.8%	2.2%
Q4-8. Leadership of City Manager	24.7%	45.2%	24.5%	3.6%	2.0%
Q4-9. City's ability to adapt to community's changing demographics	24.7%	44.5%	25.6%	3.5%	1.7%

Q5(1-8). Public Safety Services: Please rate each of the following items of Police Services using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=510)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Overall quality of City police protection	45.5%	42.4%	7.6%	1.4%	1.0%	2.2%
Q5-2. Visibility of police in neighborhoods	36.1%	42.5%	14.7%	4.3%	1.0%	1.4%
Q5-3. Visibility of police in commercial & retail areas	32.2%	41.2%	19.4%	2.9%	0.6%	3.7%
Q5-4. How quickly police respond to emergencies	35.1%	32.5%	13.5%	0.8%	0.6%	17.5%
Q5-5. Efforts by City government to prevent crime	28.2%	42.9%	16.1%	2.5%	0.8%	9.4%
Q5-6. Enforcement of City traffic laws	27.5%	41.6%	20.2%	4.5%	1.8%	4.5%
Q5-7. Police safety awareness education programs	22.2%	30.6%	23.9%	2.2%	1.2%	20.0%
Q5-8. Parking enforcement services	22.0%	32.9%	23.3%	3.5%	1.6%	16.7%

WITHOUT "DON'T KNOW"

Q5(1-8). Public Safety Services: Please rate each of the following items of Police Services using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=510)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Overall quality of City police protection	46.5%	43.3%	7.8%	1.4%	1.0%
Q5-2. Visibility of police in neighborhoods	36.6%	43.1%	14.9%	4.4%	1.0%
Q5-3. Visibility of police in commercial & retail areas	33.4%	42.8%	20.2%	3.1%	0.6%
Q5-4. How quickly police respond to emergencies	42.5%	39.4%	16.4%	1.0%	0.7%
Q5-5. Efforts by City government to prevent crime	31.2%	47.4%	17.7%	2.8%	0.9%
Q5-6. Enforcement of City traffic laws	28.7%	43.5%	21.1%	4.7%	1.8%
Q5-7. Police safety awareness education programs	27.7%	38.2%	29.9%	2.7%	1.5%
Q5-8. Parking enforcement services	26.4%	39.5%	28.0%	4.2%	1.9%

Q5(9-14). Public Safety Services: Please rate each of the following items of Fire/EMS Services using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=510)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-9. Overall quality of fire services	41.6%	31.0%	9.0%	0.4%	0.2%	17.8%
Q5-10. How quickly fire services personnel respond	38.2%	23.7%	9.0%	0.4%	0.4%	28.2%
Q5-11. Fire education programs in your community	23.7%	22.2%	20.0%	1.6%	1.0%	31.6%
Q5-12. Fire inspection programs in your community	23.7%	20.2%	21.2%	1.8%	0.4%	32.7%
Q5-13. Overall quality of ambulance/emergency medical services	39.0%	25.3%	11.8%	0.4%	0.6%	22.9%
Q5-14. How quickly ambulance/EMS personnel respond	37.1%	22.9%	10.4%	0.2%	0.4%	29.0%

WITHOUT "DON'T KNOW"

Q5(9-14). Public Safety Services: Please rate each of the following items of Fire/EMS Services using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=510)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-9. Overall quality of fire services	50.6%	37.7%	11.0%	0.5%	0.2%
Q5-10. How quickly fire services personnel respond	53.3%	33.1%	12.6%	0.5%	0.5%
Q5-11. Fire education programs in your community	34.7%	32.4%	29.2%	2.3%	1.4%
Q5-12. Fire inspection programs in your community	35.3%	30.0%	31.5%	2.6%	0.6%
Q5-13. Overall quality of ambulance/emergency medical services	50.6%	32.8%	15.3%	0.5%	0.8%
Q5-14. How quickly ambulance/EMS personnel respond	52.2%	32.3%	14.6%	0.3%	0.6%

Q6. From the list of items in Questions 5, which THREE of the major categories of public safety services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. Top choice	Number	Percent
Overall quality of City police protection	76	14.9 %
Visibility of police in neighborhoods	88	17.3 %
Visibility of police in commercial & retail areas	29	5.7 %
How quickly police respond to emergencies	30	5.9 %
Efforts by City government to prevent crime	65	12.7 %
Enforcement of City traffic laws	34	6.7 %
Police safety awareness education programs	7	1.4 %
Parking enforcement services	6	1.2 %
Overall quality of fire services	5	1.0 %
How quickly fire services personnel respond	1	0.2 %
Fire education programs in your community	6	1.2 %
Fire inspection programs in your community	1	0.2 %
Overall quality of ambulance/emergency medical services	2	0.4 %
How quickly ambulance/EMS personnel respond	5	1.0 %
None chosen	155	30.4 %
Total	510	100.0 %

Q6. From the list of items in Questions 5, which THREE of the major categories of public safety services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. 2nd choice	Number	Percent
Overall quality of City police protection	19	3.7 %
Visibility of police in neighborhoods	42	8.2 %
Visibility of police in commercial & retail areas	50	9.8 %
How quickly police respond to emergencies	39	7.6 %
Efforts by City government to prevent crime	47	9.2 %
Enforcement of City traffic laws	23	4.5 %
Police safety awareness education programs	15	2.9 %
Parking enforcement services	14	2.7 %
Overall quality of fire services	23	4.5 %
How quickly fire services personnel respond	15	2.9 %
Fire education programs in your community	9	1.8 %
Fire inspection programs in your community	11	2.2 %
Overall quality of ambulance/emergency medical services	13	2.5 %
How quickly ambulance/EMS personnel respond	9	1.8 %
None chosen	181	35.5 %
Total	510	100.0 %

Q6. From the list of items in Questions 5, which THREE of the major categories of public safety services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. 3rd choice	Number	Percent
Overall quality of City police protection	23	4.5 %
Visibility of police in neighborhoods	36	7.1 %
Visibility of police in commercial & retail areas	36	7.1 %
How quickly police respond to emergencies	16	3.1 %
Efforts by City government to prevent crime	39	7.6 %
Enforcement of City traffic laws	18	3.5 %
Police safety awareness education programs	18	3.5 %
Parking enforcement services	7	1.4 %
Overall quality of fire services	17	3.3 %
How quickly fire services personnel respond	14	2.7 %
Fire education programs in your community	11	2.2 %
Fire inspection programs in your community	12	2.4 %
Overall quality of ambulance/emergency medical services	25	4.9 %
How quickly ambulance/EMS personnel respond	25	4.9 %
None chosen	213	41.8 %
Total	510	100.0 %

Q6. From the list of items in Questions 5, which THREE of the major categories of public safety services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q6. Sum of top 3 choices	Number	Percent
Overall quality of City police protection	118	23.1 %
Visibility of police in neighborhoods	166	32.5 %
Visibility of police in commercial & retail areas	115	22.5 %
How quickly police respond to emergencies	85	16.7 %
Efforts by City government to prevent crime	151	29.6 %
Enforcement of City traffic laws	75	14.7 %
Police safety awareness education programs	40	7.8 %
Parking enforcement services	27	5.3 %
Overall quality of fire services	45	8.8 %
How quickly fire services personnel respond	30	5.9 %
Fire education programs in your community	26	5.1 %
Fire inspection programs in your community	24	4.7 %
Overall quality of ambulance/emergency medical services	40	7.8 %
How quickly ambulance/EMS personnel respond	39	7.6 %
None chosen	155	30.4 %
Total	1136	

Q7. Using a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

(N=510)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q7-1. Walking in your neighborhood during the day	63.1%	32.0%	4.3%	0.4%	0.0%	0.2%
Q7-2. Walking in your neighborhood after dark	28.2%	43.5%	19.2%	5.5%	0.6%	2.9%
Q7-3. Walking on City trails/ in City parks	23.3%	41.0%	19.6%	4.7%	0.8%	10.6%
Q7-4. Overall feeling of safety in my community	33.7%	54.9%	10.4%	0.8%	0.0%	0.2%

WITHOUT "DON'T KNOW"

Q7. Using a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

(N=510)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q7-1. Walking in your neighborhood during the day	63.3%	32.0%	4.3%	0.4%	0.0%
Q7-2. Walking in your neighborhood after dark	29.1%	44.8%	19.8%	5.7%	0.6%
Q7-3. Walking on City trails/in City parks	26.1%	45.8%	21.9%	5.3%	0.9%
Q7-4. Overall feeling of safety in my community	33.8%	55.0%	10.4%	0.8%	0.0%

Q8(1-14). Public Works and Utility Services: Please rate each of the following items of Public Works using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=510)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Condition of major streets in Sugar Land	26.5%	58.4%	9.8%	3.3%	0.8%	1.2%
Q8-2. Condition of sidewalks in City	16.9%	48.6%	21.2%	8.0%	2.7%	2.5%
Q8-3. Condition of streets in your neighborhood	28.0%	49.4%	14.7%	4.9%	1.4%	1.6%
Q8-4. Condition of sidewalks in your neighborhood	21.0%	42.9%	17.8%	10.4%	3.7%	4.1%
Q8-5. Condition of street drainage	26.7%	46.5%	16.9%	6.9%	2.2%	1.0%
Q8-6. Condition of street signs & traffic signals	33.9%	48.8%	12.7%	2.4%	0.8%	1.4%
Q8-7. Accessibility of streets, sidewalks, & buildings for people with disabilities	23.7%	32.5%	17.5%	4.9%	1.0%	20.4%
Q8-8. On-street bicycle infrastructure (bike lanes/signs/sharrows)	13.1%	27.5%	29.8%	12.0%	6.3%	11.4%
Q8-9. Condition of pavement markings on streets	20.0%	45.9%	22.5%	6.1%	2.4%	3.1%
Q8-10. Condition of landscaping or streetscaping in medians along streets	27.5%	48.4%	17.3%	4.1%	1.0%	1.8%
Q8-11. Adequacy of street lighting in Sugar Land	20.8%	48.2%	20.6%	7.5%	1.6%	1.4%
Q8-12. Mowing/tree trimming along streets & other public areas	29.2%	52.7%	12.4%	3.1%	0.8%	1.8%

Q8(1-14). Public Works and Utility Services: Please rate each of the following items of Public Works using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-13. Cleanliness of streets & other public areas	32.7%	52.9%	8.8%	3.5%	0.8%	1.2%
Q8-14. Animal control services (adoption/animal control)	22.2%	34.5%	18.8%	2.5%	1.2%	20.8%

WITHOUT "DON'T KNOW"

Q8(1-14). Public Works and Utility Services: Please rate each of the following items of Public Works using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=510)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Condition of major streets in Sugar Land	26.8%	59.1%	9.9%	3.4%	0.8%
Q8-2. Condition of sidewalks in City	17.3%	49.9%	21.7%	8.2%	2.8%
Q8-3. Condition of streets in your neighborhood	28.5%	50.2%	14.9%	5.0%	1.4%
Q8-4. Condition of sidewalks in your neighborhood	21.9%	44.8%	18.6%	10.8%	3.9%
Q8-5. Condition of street drainage	26.9%	46.9%	17.0%	6.9%	2.2%
Q8-6. Condition of street signs & traffic signals	34.4%	49.5%	12.9%	2.4%	0.8%
Q8-7. Accessibility of streets, sidewalks, & buildings for people with disabilities	29.8%	40.9%	21.9%	6.2%	1.2%
Q8-8. On-street bicycle infrastructure (bike lanes/signs/sharrows)	14.8%	31.0%	33.6%	13.5%	7.1%
Q8-9. Condition of pavement markings on streets	20.6%	47.4%	23.3%	6.3%	2.4%
Q8-10. Condition of landscaping or streetscaping in medians along streets	27.9%	49.3%	17.6%	4.2%	1.0%
Q8-11. Adequacy of street lighting in Sugar Land	21.1%	48.9%	20.9%	7.6%	1.6%
Q8-12. Mowing/tree trimming along streets & other public areas	29.7%	53.7%	12.6%	3.2%	0.8%
Q8-13. Cleanliness of streets & other public areas	33.1%	53.6%	8.9%	3.6%	0.8%
Q8-14. Animal control services (adoption/ animal control)	28.0%	43.6%	23.8%	3.2%	1.5%

Q8(15-28). Public Works and Utility Services: Please rate each of the following items of Utility Services using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=510)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-15. Residential trash collection services	44.7%	44.9%	6.7%	1.4%	1.0%	1.4%
Q8-16. Curbside recycling services	44.1%	41.8%	10.0%	0.6%	1.4%	2.2%
Q8-17. Yardwaste collection services	41.2%	42.5%	11.0%	2.2%	0.4%	2.7%
Q8-18. Bulky item pick up/ removal services (old furniture, appliances, etc.)	35.5%	36.7%	14.7%	4.5%	2.0%	6.7%
Q8-19. Quality of trash collection services	42.9%	44.5%	8.6%	1.2%	0.8%	2.0%
Q8-20. Water service	38.0%	45.3%	10.4%	2.4%	0.4%	3.5%
Q8-21. Taste of tap water	26.5%	39.8%	18.0%	7.3%	3.5%	4.9%
Q8-22. Water pressure	31.4%	47.3%	14.9%	2.7%	1.6%	2.2%
Q8-23. Smell of tap water	30.4%	39.8%	19.6%	6.1%	1.2%	2.9%
Q8-24. Wastewater services	32.0%	42.9%	16.1%	0.8%	0.8%	7.5%
Q8-25. Household hazardous waste disposal service (for oil, paint, etc.)	21.8%	28.0%	21.4%	5.9%	2.4%	20.6%
Q8-26. Textile recycling services	24.5%	27.5%	19.4%	2.5%	1.4%	24.7%
Q8-27. Condition of storm drains	27.1%	41.6%	16.5%	6.5%	2.7%	5.7%
Q8-28. Timeliness of water/ sewer line break repairs	22.9%	29.6%	17.6%	1.6%	1.0%	27.3%

WITHOUT "DON'T KNOW"

Q8(15-28). Public Works and Utility Services: Please rate each of the following items of Utility Services using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=510)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-15. Residential trash collection services	45.3%	45.5%	6.8%	1.4%	1.0%
Q8-16. Curbside recycling services	45.1%	42.7%	10.2%	0.6%	1.4%
Q8-17. Yardwaste collection services	42.3%	43.8%	11.3%	2.2%	0.4%
Q8-18. Bulky item pick up/removal services (old furniture, appliances, etc.)	38.0%	39.3%	15.8%	4.8%	2.1%
Q8-19. Quality of trash collection services	43.8%	45.4%	8.8%	1.2%	0.8%
Q8-20. Water service	39.4%	47.0%	10.8%	2.4%	0.4%
Q8-21. Taste of tap water	27.8%	41.9%	19.0%	7.6%	3.7%
Q8-22. Water pressure	32.1%	48.3%	15.2%	2.8%	1.6%
Q8-23. Smell of tap water	31.3%	41.0%	20.2%	6.3%	1.2%
Q8-24. Wastewater services	34.5%	46.4%	17.4%	0.8%	0.8%
Q8-25. Household hazardous waste disposal service (for oil, paint, etc.)	27.4%	35.3%	26.9%	7.4%	3.0%
Q8-26. Textile recycling services	32.6%	36.5%	25.8%	3.4%	1.8%
Q8-27. Condition of storm drains	28.7%	44.1%	17.5%	6.9%	2.9%
Q8-28. Timeliness of water/sewer line break repairs	31.5%	40.7%	24.3%	2.2%	1.3%

Q9. From the list of items in Questions 8, which THREE of the major categories of Public Works and Utilities Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q9. Top choice	Number	Percent
Condition of major streets in Sugar Land	45	8.8 %
Condition of sidewalks in City	20	3.9 %
Condition of streets in your neighborhood	26	5.1 %
Condition of sidewalks in your neighborhood	28	5.5 %
Condition of street drainage	51	10.0 %
Condition of street signs & traffic signals	8	1.6 %
Accessibility of streets, sidewalks, & buildings for people with disabilities	6	1.2 %
On-street bicycle infrastructure (bike lanes/signs/sharrows)	24	4.7 %
Condition of pavement markings on streets	5	1.0 %
Condition of landscaping or streetscaping in medians along streets	7	1.4 %
Adequacy of street lighting in Sugar Land	20	3.9 %
Cleanliness of streets & other public areas	4	0.8 %
Animal control services (adoption/animal control)	8	1.6 %
Residential trash collection services	8	1.6 %
Curbside recycling services	4	0.8 %
Yardwaste collection services	2	0.4 %
Bulky item pick up/removal services (old furniture, appliances, etc.)	14	2.7 %
Quality of trash collection services	3	0.6 %
Water service	7	1.4 %
Taste of tap water	23	4.5 %
Water pressure	6	1.2 %
Smell of tap water	1	0.2 %
Wastewater services	2	0.4 %
Household hazardous waste disposal service (for oil, paint, etc.)	9	1.8 %
Textile recycling services	1	0.2 %
Condition of storm drains	22	4.3 %
Timeliness of water/sewer line break repairs	5	1.0 %
<u>None chosen</u>	<u>151</u>	<u>29.6 %</u>
Total	510	100.0 %

Q9. From the list of items in Questions 8, which THREE of the major categories of Public Works and Utilities Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q9. 2nd choice	Number	Percent
Condition of major streets in Sugar Land	12	2.4 %
Condition of sidewalks in City	28	5.5 %
Condition of streets in your neighborhood	17	3.3 %
Condition of sidewalks in your neighborhood	28	5.5 %
Condition of street drainage	33	6.5 %
Condition of street signs & traffic signals	12	2.4 %
Accessibility of streets, sidewalks, & buildings for people with disabilities	9	1.8 %
On-street bicycle infrastructure (bike lanes/signs/sharrows)	16	3.1 %
Condition of pavement markings on streets	7	1.4 %
Condition of landscaping or streetscaping in medians along streets	2	0.4 %
Adequacy of street lighting in Sugar Land	32	6.3 %
Mowing/tree trimming along streets & other public areas	4	0.8 %
Cleanliness of streets & other public areas	16	3.1 %
Animal control services (adoption/animal control)	2	0.4 %
Residential trash collection services	3	0.6 %
Curbside recycling services	4	0.8 %
Yardwaste collection services	5	1.0 %
Bulky item pick up/removal services (old furniture, appliances, etc.)	11	2.2 %
Quality of trash collection services	5	1.0 %
Water service	8	1.6 %
Taste of tap water	13	2.5 %
Water pressure	6	1.2 %
Smell of tap water	10	2.0 %
Wastewater services	1	0.2 %
Household hazardous waste disposal service (for oil, paint, etc.)	11	2.2 %
Textile recycling services	4	0.8 %
Condition of storm drains	20	3.9 %
Timeliness of water/sewer line break repairs	8	1.6 %
None chosen	183	35.9 %
Total	510	100.0 %

Q9. From the list of items in Questions 8, which THREE of the major categories of Public Works and Utilities Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q9. 3rd choice	Number	Percent
Condition of major streets in Sugar Land	13	2.5 %
Condition of sidewalks in City	11	2.2 %
Condition of streets in your neighborhood	10	2.0 %
Condition of sidewalks in your neighborhood	18	3.5 %
Condition of street drainage	23	4.5 %
Condition of street signs & traffic signals	7	1.4 %
Accessibility of streets, sidewalks, & buildings for people with disabilities	12	2.4 %
On-street bicycle infrastructure (bike lanes/signs/sharrows)	17	3.3 %
Condition of pavement markings on streets	9	1.8 %
Condition of landscaping or streetscaping in medians along streets	10	2.0 %
Adequacy of street lighting in Sugar Land	21	4.1 %
Mowing/tree trimming along streets & other public areas	9	1.8 %
Cleanliness of streets & other public areas	14	2.7 %
Animal control services (adoption/animal control)	9	1.8 %
Residential trash collection services	8	1.6 %
Curbside recycling services	3	0.6 %
Yardwaste collection services	2	0.4 %
Bulky item pick up/removal services (old furniture, appliances, etc.)	11	2.2 %
Quality of trash collection services	4	0.8 %
Water service	6	1.2 %
Taste of tap water	11	2.2 %
Water pressure	9	1.8 %
Smell of tap water	5	1.0 %
Wastewater services	1	0.2 %
Household hazardous waste disposal service (for oil, paint, etc.)	12	2.4 %
Textile recycling services	3	0.6 %
Condition of storm drains	23	4.5 %
Timeliness of water/sewer line break repairs	4	0.8 %
None chosen	225	44.1 %
Total	510	100.0 %

Q9. From the list of items in Questions 8, which THREE of the major categories of Public Works and Utilities Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q9. Sum of top 3 choices	Number	Percent
Condition of major streets in Sugar Land	70	13.7 %
Condition of sidewalks in City	59	11.6 %
Condition of streets in your neighborhood	53	10.4 %
Condition of sidewalks in your neighborhood	74	14.5 %
Condition of street drainage	107	21.0 %
Condition of street signs & traffic signals	27	5.3 %
Accessibility of streets, sidewalks, & buildings for people with disabilities	27	5.3 %
On-street bicycle infrastructure (bike lanes/signs/sharrows)	57	11.2 %
Condition of pavement markings on streets	21	4.1 %
Condition of landscaping or streetscaping in medians along streets	19	3.7 %
Adequacy of street lighting in Sugar Land	73	14.3 %
Mowing/tree trimming along streets & other public areas	13	2.5 %
Cleanliness of streets & other public areas	34	6.7 %
Animal control services (adoption/animal control)	19	3.7 %
Residential trash collection services	19	3.7 %
Curbside recycling services	11	2.2 %
Yardwaste collection services	9	1.8 %
Bulky item pick up/removal services (old furniture, appliances, etc.)	36	7.1 %
Quality of trash collection services	12	2.4 %
Water service	21	4.1 %
Taste of tap water	47	9.2 %
Water pressure	21	4.1 %
Smell of tap water	16	3.1 %
Wastewater services	4	0.8 %
Household hazardous waste disposal service (for oil, paint, etc.)	32	6.3 %
Textile recycling services	8	1.6 %
Condition of storm drains	65	12.7 %
Timeliness of water/sewer line break repairs	17	3.3 %
None chosen	151	29.6 %
Total	1122	

Q10. Parks and Recreation: Please rate each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=510)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Maintenance of City parks	30.8%	51.4%	9.2%	2.0%	0.4%	6.3%
Q10-2. Quality of facilities at City parks (i.e. picnic shelters, playgrounds)	28.8%	46.3%	14.9%	2.9%	0.2%	6.9%
Q10-3. Number of parks	26.5%	42.7%	17.3%	3.9%	1.6%	8.0%
Q10-4. Maintenance & appearance of City community centers	27.5%	40.6%	16.3%	1.8%	0.2%	13.7%
Q10-5. Availability of meeting space in your community	21.4%	32.5%	24.1%	2.2%	0.8%	19.0%
Q10-6. Number of walking/ biking trails	21.0%	38.0%	21.8%	7.5%	2.0%	9.8%
Q10-7. Quality of outdoor City park swimming pool	17.1%	24.5%	23.3%	4.1%	1.0%	30.0%
Q10-8. Quality of outdoor athletic fields	19.8%	30.6%	22.9%	3.1%	0.6%	22.9%
Q10-9. Youth athletic programs in your area	17.1%	25.5%	19.2%	2.7%	1.0%	34.5%
Q10-10. Adult athletic programs in your area	12.7%	21.4%	23.5%	3.1%	1.4%	37.8%
Q10-11. Senior citizen programs	14.7%	20.2%	22.0%	4.5%	1.0%	37.6%
Q10-12. Ease of registering for City programs	14.5%	22.2%	24.9%	2.5%	1.2%	34.7%
Q10-13. Overall quality of recreation programs & facilities	17.5%	37.1%	24.3%	2.7%	0.8%	17.6%

WITHOUT "DON'T KNOW"

Q10. Parks and Recreation: Please rate each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=510)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Maintenance of City parks	32.8%	54.8%	9.8%	2.1%	0.4%
Q10-2. Quality of facilities at City parks (i.e. picnic shelters, playgrounds)	30.9%	49.7%	16.0%	3.2%	0.2%
Q10-3. Number of parks	28.8%	46.5%	18.8%	4.3%	1.7%
Q10-4. Maintenance & appearance of City community centers	31.8%	47.0%	18.9%	2.0%	0.2%
Q10-5. Availability of meeting space in your community	26.4%	40.2%	29.8%	2.7%	1.0%
Q10-6. Number of walking/biking trails	23.3%	42.2%	24.1%	8.3%	2.2%
Q10-7. Quality of outdoor City park swimming pool	24.4%	35.0%	33.3%	5.9%	1.4%
Q10-8. Quality of outdoor athletic fields	25.7%	39.7%	29.8%	4.1%	0.8%
Q10-9. Youth athletic programs in your area	26.0%	38.9%	29.3%	4.2%	1.5%
Q10-10. Adult athletic programs in your area	20.5%	34.4%	37.9%	5.0%	2.2%
Q10-11. Senior citizen programs	23.6%	32.4%	35.2%	7.2%	1.6%
Q10-12. Ease of registering for City programs	22.2%	33.9%	38.1%	3.9%	1.8%
Q10-13. Overall quality of recreation programs & facilities	21.2%	45.0%	29.5%	3.3%	1.0%

Q11. From the list of items in Question 10, which THREE of the major categories of Parks and Recreation Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q11. Top choice	Number	Percent
Maintenance of City parks	50	9.8 %
Quality of facilities at City parks (i.e. picnic shelters, playgrounds)	36	7.1 %
Number of parks	28	5.5 %
Maintenance & appearance of City community centers	8	1.6 %
Availability of meeting space in your community	14	2.7 %
Number of walking/biking trails	47	9.2 %
Quality of outdoor City park swimming pool	24	4.7 %
Quality of outdoor athletic fields	2	0.4 %
Youth athletic programs in your area	12	2.4 %
Adult athletic programs in your area	10	2.0 %
Senior citizen programs	32	6.3 %
Ease of registering for City programs	4	0.8 %
Overall quality of recreation programs & facilities	9	1.8 %
None chosen	234	45.9 %
Total	510	100.0 %

Q11. From the list of items in Question 10, which THREE of the major categories of Parks and Recreation Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q11. 2nd choice	Number	Percent
Maintenance of City parks	28	5.5 %
Quality of facilities at City parks (i.e. picnic shelters, playgrounds)	32	6.3 %
Number of parks	22	4.3 %
Maintenance & appearance of City community centers	18	3.5 %
Availability of meeting space in your community	9	1.8 %
Number of walking/biking trails	37	7.3 %
Quality of outdoor City park swimming pool	16	3.1 %
Quality of outdoor athletic fields	12	2.4 %
Youth athletic programs in your area	4	0.8 %
Adult athletic programs in your area	19	3.7 %
Senior citizen programs	23	4.5 %
Ease of registering for City programs	6	1.2 %
Overall quality of recreation programs & facilities	17	3.3 %
None chosen	267	52.4 %
Total	510	100.0 %

Q11. From the list of items in Question 10, which THREE of the major categories of Parks and Recreation Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q11. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	18	3.5 %
Quality of facilities at City parks (i.e. picnic shelters, playgrounds)	21	4.1 %
Number of parks	15	2.9 %
Maintenance & appearance of City community centers	14	2.7 %
Availability of meeting space in your community	10	2.0 %
Number of walking/biking trails	21	4.1 %
Quality of outdoor City park swimming pool	13	2.5 %
Quality of outdoor athletic fields	15	2.9 %
Youth athletic programs in your area	8	1.6 %
Adult athletic programs in your area	12	2.4 %
Senior citizen programs	32	6.3 %
Ease of registering for City programs	11	2.2 %
Overall quality of recreation programs & facilities	23	4.5 %
None chosen	297	58.2 %
Total	510	100.0 %

Q11. From the list of items in Question 10, which THREE of the major categories of Parks and Recreation Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q11. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	96	18.8 %
Quality of facilities at City parks (i.e. picnic shelters, playgrounds)	89	17.5 %
Number of parks	65	12.7 %
Maintenance & appearance of City community centers	40	7.8 %
Availability of meeting space in your community	33	6.5 %
Number of walking/biking trails	105	20.6 %
Quality of outdoor City park swimming pool	53	10.4 %
Quality of outdoor athletic fields	29	5.7 %
Youth athletic programs in your area	24	4.7 %
Adult athletic programs in your area	41	8.0 %
Senior citizen programs	87	17.1 %
Ease of registering for City programs	21	4.1 %
Overall quality of recreation programs & facilities	49	9.6 %
None chosen	234	45.9 %
Total	966	

Q12. Code Enforcement: Please rate each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=510)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Enforcing cleanup of junk & debris on private property in your community	24.1%	41.4%	15.9%	5.9%	2.0%	10.8%
Q12-2. Enforcing mowing & cutting of weeds & grass on private property	24.3%	40.4%	17.6%	7.3%	1.8%	8.6%
Q12-3. Enforcing exterior maintenance of residential property	26.1%	40.8%	16.1%	6.9%	2.4%	7.8%
Q12-4. Enforcing exterior maintenance of commercial/business property	22.7%	41.6%	17.5%	3.1%	0.8%	14.3%
Q12-5. Enforcing sign regulations	22.4%	38.8%	22.7%	2.2%	1.0%	12.9%
Q12-6. Enforcement of yard parking regulations in your neighborhood	18.8%	35.7%	22.4%	5.9%	3.1%	14.1%
Q12-7. City efforts to remove abandoned or inoperative vehicles	18.2%	28.4%	20.4%	3.7%	1.8%	27.5%

WITHOUT "DON'T KNOW"

Q12. Code Enforcement: Please rate each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=510)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Enforcing cleanup of junk & debris on private property in your community	27.0%	46.4%	17.8%	6.6%	2.2%
Q12-2. Enforcing mowing & cutting of weeds & grass on private property	26.6%	44.2%	19.3%	7.9%	1.9%
Q12-3. Enforcing exterior maintenance of residential property	28.3%	44.3%	17.4%	7.4%	2.6%
Q12-4. Enforcing exterior maintenance of commercial/business property	26.5%	48.5%	20.4%	3.7%	0.9%
Q12-5. Enforcing sign regulations	25.7%	44.6%	26.1%	2.5%	1.1%
Q12-6. Enforcement of yard parking regulations in your neighborhood	21.9%	41.6%	26.0%	6.8%	3.7%
Q12-7. City efforts to remove abandoned or inoperative vehicles	25.1%	39.2%	28.1%	5.1%	2.4%

Q13. From the list of items in Question 12, which THREE of the major categories of Code Enforcement Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q13. Top choice	Number	Percent
Enforcing cleanup of junk & debris on private property in your community	94	18.4 %
Enforcing mowing & cutting of weeds & grass on private property	41	8.0 %
Enforcing exterior maintenance of residential property	27	5.3 %
Enforcing exterior maintenance of commercial/business property	23	4.5 %
Enforcing sign regulations	21	4.1 %
Enforcement of yard parking regulations in your neighborhood	31	6.1 %
City efforts to remove abandoned or inoperative vehicles	18	3.5 %
None chosen	255	50.0 %
Total	510	100.0 %

Q13. From the list of items in Question 12, which THREE of the major categories of Code Enforcement Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q13. 2nd choice	Number	Percent
Enforcing cleanup of junk & debris on private property in your community	32	6.3 %
Enforcing mowing & cutting of weeds & grass on private property	50	9.8 %
Enforcing exterior maintenance of residential property	42	8.2 %
Enforcing exterior maintenance of commercial/business property	35	6.9 %
Enforcing sign regulations	26	5.1 %
Enforcement of yard parking regulations in your neighborhood	24	4.7 %
City efforts to remove abandoned or inoperative vehicles	21	4.1 %
None chosen	280	54.9 %
Total	510	100.0 %

Q13. From the list of items in Question 12, which THREE of the major categories of Code Enforcement Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q13. 3rd choice	Number	Percent
Enforcing cleanup of junk & debris on private property in your community	24	4.7 %
Enforcing mowing & cutting of weeds & grass on private property	31	6.1 %
Enforcing exterior maintenance of residential property	33	6.5 %
Enforcing exterior maintenance of commercial/business property	38	7.5 %
Enforcing sign regulations	25	4.9 %
Enforcement of yard parking regulations in your neighborhood	26	5.1 %
City efforts to remove abandoned or inoperative vehicles	29	5.7 %
None chosen	304	59.6 %
Total	510	100.0 %

WITHOUT “DON’T KNOW”

Q13. From the list of items in Question 12, which THREE of the major categories of Code Enforcement Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q13. Top choice	Number	Percent
Enforcing cleanup of junk & debris on private property in your community	150	29.4 %
Enforcing mowing & cutting of weeds & grass on private property	122	23.9 %
Enforcing exterior maintenance of residential property	102	20.0 %
Enforcing exterior maintenance of commercial/business property	96	18.8 %
Enforcing sign regulations	72	14.1 %
Enforcement of yard parking regulations in your neighborhood	81	15.9 %
City efforts to remove abandoned or inoperative vehicles	68	13.3 %
None chosen	255	50.0 %
Total	946	

Q14. Public Information Services: Please rate each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=510)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Availability of information about City governmental services & activities	21.2%	42.4%	22.4%	5.3%	0.6%	8.2%
Q14-2. Timeliness of information provided by your City government	22.9%	38.6%	23.3%	4.9%	1.2%	9.0%
Q14-3. Efforts by City government to keep you informed about local issues	25.7%	36.9%	20.6%	6.3%	2.2%	8.4%
Q14-4. Quality of your City cable television channel	10.2%	22.5%	22.7%	3.9%	4.1%	36.5%
Q14-5. Quality of City website	18.6%	39.8%	20.6%	4.1%	1.2%	15.7%
Q14-6. Level of public involvement in local decisions	11.0%	29.4%	30.2%	5.5%	3.7%	20.2%
Q14-7. Quality of social media outlets (Facebook, Twitter, Instagram, YouTube, NextDoor, etc.)	14.1%	31.0%	22.0%	3.3%	0.8%	28.8%
Q14-8. Opportunities to engage/provide input into decisions made by community	13.7%	29.2%	28.2%	5.3%	3.5%	20.0%

WITHOUT "DON'T KNOW"

Q14. Public Information Services: Please rate each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=510)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Availability of information about City governmental services & activities	23.1%	46.2%	24.4%	5.8%	0.6%
Q14-2. Timeliness of information provided by your City government	25.2%	42.5%	25.6%	5.4%	1.3%
Q14-3. Efforts by City government to keep you informed about local issues	28.1%	40.3%	22.5%	6.9%	2.4%
Q14-4. Quality of your City cable television channel	16.0%	35.5%	35.8%	6.2%	6.5%
Q14-5. Quality of City website	22.1%	47.2%	24.4%	4.9%	1.4%
Q14-6. Level of public involvement in local decisions	13.8%	36.9%	37.8%	6.9%	4.7%
Q14-7. Quality of social media outlets (Facebook, Twitter, Instagram, YouTube, NextDoor, etc.)	19.8%	43.5%	30.9%	4.7%	1.1%
Q14-8. Opportunities to engage/provide input into decisions made by community	17.2%	36.5%	35.3%	6.6%	4.4%

Q15. From which of the following sources do you currently get information about the City of Sugar Land?

Q15. From what sources do you currently get information about City of Sugar Land	Number	Percent
Local newspapers	276	54.1 %
City website-SugarLandtx.gov	264	51.8 %
Radio	46	9.0 %
City of Sugar Land e-newsletter	139	27.3 %
Sugar Land Today	115	22.5 %
TV news channels	134	26.3 %
Utility bill	83	16.3 %
City Facebook pages (City, police, parks, tourism)	79	15.5 %
Twitter	16	3.1 %
YouTube	6	1.2 %
SLTV-public access	14	2.7 %
Friends	243	47.6 %
Police alerts	78	15.3 %
Your HOA	193	37.8 %
MySugarLand mobile app (iPhone, Android, Tablet)	24	4.7 %
Printed brochures, flyers	110	21.6 %
NextDoor	159	31.2 %
Online Town Hall	10	2.0 %
City calendar	96	18.8 %
HOA/Neighborhood web/social media	99	19.4 %
Parks/Rec publications	65	12.7 %
Total	2249	

Q16. Have you called your city government with a question, problem, or complaint during the past year?

Q16. Have you called your City government with a question, problem, or complaint during past year	Number	Percent
Yes	158	31.0 %
No	352	69.0 %
Total	510	100.0 %

Q16a. Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the government employees you have contacted with regard to each of the following.

(N=158)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16a-1. How easy they were to contact	40.5%	38.0%	12.7%	4.4%	3.8%	0.6%
Q16a-2. Courteousness of staff	49.4%	35.4%	7.6%	5.1%	1.3%	1.3%
Q16a-3. Accuracy of information & assistance given	41.1%	31.6%	15.8%	5.1%	3.8%	2.5%
Q16a-4. How quickly city staff responded to your request	41.1%	30.4%	17.1%	5.7%	4.4%	1.3%
Q16a-5. How well your issue was handled	36.1%	29.1%	19.0%	5.7%	7.6%	2.5%

WITHOUT "DON'T KNOW"

Q16a. Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the government employees you have contacted with regard to each of the following. (without "don't know")

(N=158)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16a-1. How easy they were to contact	40.8%	38.2%	12.7%	4.5%	3.8%
Q16a-2. Courteousness of staff	50.0%	35.9%	7.7%	5.1%	1.3%
Q16a-3. Accuracy of information & assistance given	42.2%	32.5%	16.2%	5.2%	3.9%
Q16a-4. How quickly city staff responded to your request	41.7%	30.8%	17.3%	5.8%	4.5%
Q16a-5. How well your issue was handled	37.0%	29.9%	19.5%	5.8%	7.8%

Q18. Reasons to Live in Sugar Land: Several reasons for deciding where to live are listed below. Using a scale of 4 to 1, with 4 being "Very Important" and 1 being "Not Important," please rate how important each reason is to your decision to live in Sugar Land.

(N=510)

	Very important	Somewhat important	Not sure	Not important
Q18-1. Small town feel	45.5%	33.3%	13.7%	7.5%
Q18-2. Quality of public schools	80.0%	9.2%	7.3%	3.5%
Q18-3. Employment opportunities	37.8%	29.6%	17.8%	14.7%
Q18-4. Types of housing	66.9%	23.7%	7.6%	1.8%
Q18-5. Affordability of housing	54.9%	27.6%	11.2%	6.3%
Q18-6. Access to quality shopping	60.2%	27.3%	9.2%	3.3%
Q18-7. Availability of parks & recreation opportunities	59.6%	30.2%	7.5%	2.7%
Q18-8. Near family or friends	47.3%	31.2%	12.2%	9.4%
Q18-9. Safety & security	89.4%	5.9%	4.3%	0.4%
Q18-10. Availability of transportation options	32.2%	35.3%	17.5%	15.1%
Q18-11. Availability of cultural activities & arts, including presence of cultural arts	35.5%	38.2%	15.9%	10.4%
Q18-12. Access to restaurants & entertainment	58.8%	31.2%	7.1%	2.9%
Q18-13. Sense of belonging to Sugar Land community as a whole	55.9%	30.8%	10.0%	3.3%

Q20. Approximately how many years have you lived in Sugar Land?

Q20. How many years have you lived in Sugar

<u>Land</u>	<u>Number</u>	<u>Percent</u>
0-5	51	10.2 %
6-10	75	15.0 %
11-15	64	12.8 %
16-20	94	18.8 %
21-30	138	27.6 %
31+	78	15.6 %
Total	500	100.0 %

Q21. What is your age?

Q21. Your age

<u>Number</u>	<u>Percent</u>
18-34	82 16.2 %
35-44	96 19.0 %
45-54	112 22.1 %
55-64	108 21.3 %
65+	108 21.3 %
Total	506 100.0 %

Q22. Do you own or rent your current residence?

Q22. Do you own or rent your current residence

<u>Number</u>	<u>Percent</u>
Own	450 88.6 %
Rent	58 11.4 %
Total	508 100.0 %

Q23. Are you or other members of your household of Hispanic or Latino ancestry?

Q23. Are you of Hispanic or Latino ancestry	Number	Percent
Yes	58	11.4 %
No	452	88.6 %
Total	510	100.0 %

Q24. Which of the following best describes your race/ethnicity?

Q24. Your race/ethnicity	Number	Percent
African American/Black	32	6.3 %
American Indian/Alaskan Native	3	0.6 %
White/Caucasian	261	51.2 %
Asian	218	42.7 %
Other	14	2.7 %
Total	528	

Q24. Other

Q24. Other	Number	Percent
Hispanic	6	42.9 %
Mixed	2	14.3 %
Latin	1	7.1 %
Spanish	1	7.1 %
African	1	7.1 %
Italian	1	7.1 %
Latin American	1	7.1 %
Indian	1	7.1 %
Total	14	100.0 %

Q25. Would you say your total household income is:

Q25. Your total household income	Number	Percent
Under \$30K	16	3.1 %
\$30K to \$59,999	46	9.0 %
\$60K to \$99,999	76	14.9 %
\$100K+	250	49.0 %
Prefer not to respond	122	23.9 %
Total	510	100.0 %

Q25. Would you say your total household income is: (without "prefer not to respond")

Q25. Your total household income	Number	Percent
Under \$30K	16	4.1 %
\$30K to \$59,999	46	11.9 %
\$60K to \$99,999	76	19.6 %
\$100K+	250	64.4 %
Total	388	100.0 %

Q26. Your gender:

Q26. Your gender	Number	Percent
Male	255	50.0 %
Female	255	50.0 %
Total	510	100.0 %

Section 6

Survey Instrument



CITY OF SUGAR LAND

October 2017

Dear Sugar Land Resident,

The City of Sugar Land is requesting your help and a few minutes of your time. You have been chosen to participate in a survey designed to gather opinions and feedback on City programs and services. The information you provide in this survey will be used to improve and expand existing programs and help us understand the future needs of residents in Sugar Land.

We greatly appreciate your time. We realize your time is valuable, but every question is important. The time you invest in this survey will help us provide the very best city services possible and help influence decisions about the city's future.

A postage-paid envelope addressed to ETC Institute has been provided for your convenience. If you would prefer to take the survey over the web, the address is www.cityofsugarlandcitizensurvey.org.

The survey data will be compiled and analyzed by ETC Institute, one of the nation's leading firms in the field of local governmental research. Your individual responses to the survey will remain confidential. ETC will present the results to the City this winter. The results will also be posted on our website for your review at www.sugarlandtx.gov once they have been presented to the City Council.

If you have any questions, please contact Doug Adolph, Assistant Communications Director, at (713) 202-0816 or dadolph@sugarlandtx.gov.

Thank you for helping make the City of Sugar Land the very best place to work, live and raise a family.

Sincerely,

Allen Bogard
City Manager
City of Sugar Land



CITY OF SUGAR LAND

Please take a few minutes to complete this resident satisfaction survey. Your input is an important part of the city's on-going effort to involve citizens in long-range planning and decisions. If you have questions, please call the Communications Department at 281-275-2216, or email at pubinfo@sugarlandtx.gov.

1. Using a scale of 5 to 1, where 5 means "Excellent" and 1 means "Poor", please rate Sugar Land with regard to each of the following.

How would you rate your city...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
1. As a place to live	5	4	3	2	1	9
2. As a place to raise children	5	4	3	2	1	9
3. As a place to work	5	4	3	2	1	9
4. As a place to retire	5	4	3	2	1	9
5. As a place to visit	5	4	3	2	1	9
6. As a city moving in the right direction	5	4	3	2	1	9
7. As a place you are proud to call home	5	4	3	2	1	9
8. As an inclusive community	5	4	3	2	1	9

2. Major categories of services provided by the City of Sugar Land are listed below. Please rate each item using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Quality of police, fire and ambulance service	5	4	3	2	1	9
02. Overall efforts by city government in your area to ensure the community is prepared for emergencies	5	4	3	2	1	9
03. Overall maintenance of city streets, sidewalks and infrastructure	5	4	3	2	1	9
04. Overall effectiveness of communication by city government in your area	5	4	3	2	1	9
05. Overall flow of traffic and congestion management on streets in the City of Sugar Land	5	4	3	2	1	9
06. Overall quality of drainage system in rainfall events	5	4	3	2	1	9
07. Overall quality of water utility services	5	4	3	2	1	9
08. Overall quality of wastewater utility services	5	4	3	2	1	9
09. Overall quality of trash and recycling services	5	4	3	2	1	9
10. Overall quality of parks and recreation programs and facilities	5	4	3	2	1	9
11. Overall quality of customer service provided by city government	5	4	3	2	1	9
12. Enforcement of local codes and ordinances	5	4	3	2	1	9
13. Emergency preparedness	5	4	3	2	1	9

3. Which THREE of the major categories of city services from the list in Question 2 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Question 2, or circle "NONE".]

1st: ____ 2nd: ____ 3rd: ____ NONE

3a. If you selected option #5, "flow of traffic and congestion management," as one of the top three items in Question 3, are there specific locations where traffic congestion is a concern?

4. Please rate each of the following items that may influence your perception of the community using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall value that you receive for your city tax dollars and fees	5	4	3	2	1	9
2. Overall image of the community	5	4	3	2	1	9
3. Quality of city government services	5	4	3	2	1	9
4. Quality of life in your community	5	4	3	2	1	9
5. How well your community is planning growth	5	4	3	2	1	9
6. Appearance of your community	5	4	3	2	1	9
7. Leadership of elected officials	5	4	3	2	1	9
8. Leadership of City Manager	5	4	3	2	1	9
9. The City's ability to adapt to the community's changing demographics	5	4	3	2	1	9

5. **Public Safety Services:** Please rate each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Police Services:						
01. Overall quality of city police protection	5	4	3	2	1	9
02. Visibility of police in neighborhoods	5	4	3	2	1	9
03. Visibility of police in commercial and retail areas	5	4	3	2	1	9
04. How quickly police respond to emergencies	5	4	3	2	1	9
05. Efforts by city government to prevent crime	5	4	3	2	1	9
06. Enforcement of city traffic laws	5	4	3	2	1	9
07. Police safety awareness education programs	5	4	3	2	1	9
08. Parking enforcement services	5	4	3	2	1	9
Fire/EMS Services:						
09. Overall quality of fire services	5	4	3	2	1	9
10. How quickly fire services personnel respond	5	4	3	2	1	9
11. Fire education programs in your community	5	4	3	2	1	9
12. Fire inspection programs in your community	5	4	3	2	1	9
13. Overall quality of ambulance/emergency medical services	5	4	3	2	1	9
14. How quickly ambulance/EMS personnel respond	5	4	3	2	1	9

6. From the list of items in Questions 5, which **THREE** of the major categories of public safety services do you think should receive the **MOST EMPHASIS** from city leaders over the next **TWO** years? [Write-in your answers below using the numbers from the lists in Question 5, or circle "NONE".]

1st: ____ 2nd: ____ 3rd: ____ NONE

7. Using a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe", please rate how safe you feel in the following situations.

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. Walking in your neighborhood during the day	5	4	3	2	1	9
2. Walking in your neighborhood after dark	5	4	3	2	1	9
3. Walking on city trails/in city parks	5	4	3	2	1	9
4. Overall feeling of safety in my community	5	4	3	2	1	9

8. Public Works and Utility Services: Please rate each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Public Works:							
01.	Condition of major streets in Sugar Land	5	4	3	2	1	9
02.	Condition of sidewalks in the city	5	4	3	2	1	9
03.	Condition of streets in your neighborhood	5	4	3	2	1	9
04.	Condition of sidewalks in your neighborhood	5	4	3	2	1	9
05.	Condition of street drainage	5	4	3	2	1	9
06.	Condition of street signs and traffic signals	5	4	3	2	1	9
07.	Accessibility of streets, sidewalks, and buildings for people with disabilities	5	4	3	2	1	9
08.	On-street bicycle infrastructure (bike lanes/signs/sharrows)	5	4	3	2	1	9
09.	Condition of pavement markings on streets	5	4	3	2	1	9
10.	Condition of landscaping or streetscaping in medians along streets	5	4	3	2	1	9
11.	Adequacy of street lighting in Sugar Land	5	4	3	2	1	9
12.	Mowing/tree trimming along streets and other public areas	5	4	3	2	1	9
13.	Cleanliness of streets and other public areas	5	4	3	2	1	9
14.	Animal control services (adoption/animal control)	5	4	3	2	1	9
Utility Services:							
15.	Residential trash collection services	5	4	3	2	1	9
16.	Curbside recycling services	5	4	3	2	1	9
17.	Yardwaste collection services	5	4	3	2	1	9
18.	Bulky item pick up/removal services (old furniture, appliances, etc.)	5	4	3	2	1	9
19.	Quality of trash collection services	5	4	3	2	1	9
20.	Water service	5	4	3	2	1	9
21.	Taste of tap water	5	4	3	2	1	9
22.	Water pressure	5	4	3	2	1	9
23.	Smell of tap water	5	4	3	2	1	9
24.	Wastewater services	5	4	3	2	1	9
25.	Household hazardous waste disposal service (for oil, paint, etc.)	5	4	3	2	1	9
26.	Textile Recycling Services	5	4	3	2	1	9
27.	Condition of storm drains	5	4	3	2	1	9
28.	Timeliness of water/sewer line break repairs	5	4	3	2	1	9

9. From the list of items in Questions 8, which THREE of the major categories of Public Works and Utilities Services do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Question 8, or circle "NONE".]

1st: _____ 2nd: _____ 3rd: _____ NONE

- 10. Parks and Recreation: Please rate each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Maintenance of city parks	5	4	3	2	1	9
02. Quality of facilities at city parks (i.e. picnic shelters, playgrounds)	5	4	3	2	1	9
03. Number of parks	5	4	3	2	1	9
04. Maintenance and appearance of City community centers	5	4	3	2	1	9
05. Availability of meeting space in your community	5	4	3	2	1	9
06. Number of walking/biking trails	5	4	3	2	1	9
07. Quality of outdoor City Park swimming pool	5	4	3	2	1	9
08. Quality of outdoor athletic fields	5	4	3	2	1	9
09. Youth athletic programs in your area	5	4	3	2	1	9
10. Adult athletic programs in your area	5	4	3	2	1	9
11. Senior citizen programs	5	4	3	2	1	9
12. Ease of registering for city programs	5	4	3	2	1	9
13. Overall quality of recreation programs and facilities	5	4	3	2	1	9

- 11. From the list of items in Question 10, which THREE of the major categories of Parks and Recreation Services do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Question 10, or circle "NONE".]**

1st: _____ 2nd: _____ 3rd: _____ NONE

- 12. Code Enforcement: Please rate each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Enforcing the cleanup of junk and debris on private property in your community	5	4	3	2	1	9
2. Enforcing the mowing and cutting of weeds and grass on private property	5	4	3	2	1	9
3. Enforcing the exterior maintenance of residential property	5	4	3	2	1	9
4. Enforcing the exterior maintenance of commercial/business property	5	4	3	2	1	9
5. Enforcing sign regulations	5	4	3	2	1	9
6. Enforcement of yard parking regulations in your neighborhood	5	4	3	2	1	9
7. City efforts to remove abandoned or inoperative vehicles	5	4	3	2	1	9

- 13. From the list of items in Question 12, which THREE of the major categories of Code Enforcement Services do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Question 12, or circle "NONE".]**

1st: _____ 2nd: _____ 3rd: _____ NONE

14. Public Information Services: Please rate each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Availability of information about city governmental services and activities	5	4	3	2	1	9
2. Timeliness of information provided by your city government	5	4	3	2	1	9
3. Efforts by city government to keep you informed about local issues	5	4	3	2	1	9
4. The quality of your city cable television channel	5	4	3	2	1	9
5. The quality of the city website	5	4	3	2	1	9
6. The level of public involvement in local decisions	5	4	3	2	1	9
7. Quality of social media outlets (Facebook, Twitter, Instagram, YouTube, NextDoor, etc.)	5	4	3	2	1	9
8. Opportunities to engage/provide input into decisions made by the community	5	4	3	2	1	9

15. From which of the following sources do you currently get information about the City of Sugar Land? [Check all that apply.]

- | | |
|--|--|
| <input type="checkbox"/> (01) Local newspapers | <input type="checkbox"/> (12) Friends |
| <input type="checkbox"/> (02) City website - SugarLandtx.gov | <input type="checkbox"/> (13) Police alerts |
| <input type="checkbox"/> (03) Radio | <input type="checkbox"/> (14) Your HOA |
| <input type="checkbox"/> (04) City of Sugar Land E-newsletter | <input type="checkbox"/> (15) MYSugarLand mobile app (iPhone, Android, Tablet) |
| <input type="checkbox"/> (05) Sugar Land Today | <input type="checkbox"/> (16) Print brochures, flyers |
| <input type="checkbox"/> (06) TV news channels | <input type="checkbox"/> (17) NextDoor |
| <input type="checkbox"/> (07) Utility bill | <input type="checkbox"/> (18) Online Town Hall |
| <input type="checkbox"/> (08) City Facebook pages (city, police, parks, tourism) | <input type="checkbox"/> (19) City Calendar |
| <input type="checkbox"/> (09) Twitter | <input type="checkbox"/> (20) HOA/Neighborhood web/social media |
| <input type="checkbox"/> (10) YouTube | <input type="checkbox"/> (21) Parks/Rec Publications |
| <input type="checkbox"/> (11) SLTV – public access | |

16. Have you called your city government with a question, problem, or complaint during the past year?

- ☐ (1) Yes [Answer Q16a.] ☐ (2) No [Skip to Q17.]

16a. Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your level of satisfaction with the government employees you have contacted with regard to each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. How easy they were to contact	5	4	3	2	1	9
2. Courteousness of staff	5	4	3	2	1	9
3. The accuracy of the information and assistance given	5	4	3	2	1	9
4. How quickly city staff responded to your request	5	4	3	2	1	9
5. How well your issue was handled	5	4	3	2	1	9

17. What do you think are the MOST SIGNIFICANT issues facing Sugar Land in the next 5 years?

- 18. Reasons to Live in Sugar Land:** Several reasons for deciding where to live are listed below. Using a scale of 4 to 1, with 4 being "Very Important" and 1 being "Not Important", please rate how important each reason is to your decision to live in Sugar Land.

Reasons to live in Sugar Land:		Very Important	Somewhat Important	Not Sure	Not Important
01.	Small town feel	4	3	2	1
02.	Quality of public schools	4	3	2	1
03.	Employment opportunities	4	3	2	1
04.	Types of housing	4	3	2	1
05.	Affordability of housing	4	3	2	1
06.	Access to quality shopping	4	3	2	1
07.	Availability of parks and recreation opportunities	4	3	2	1
08.	Near family or friends	4	3	2	1
09.	Safety and security	4	3	2	1
10.	Availability of transportation options	4	3	2	1
11.	Availability of cultural activities and the arts, including the presence of cultural arts	4	3	2	1
12.	Access to restaurants and entertainment	4	3	2	1
13.	Sense of belonging to the Sugar Land community as a whole	4	3	2	1

- 19. Do you have any additional comments you would like to share?**

DEMOGRAPHICS

- 20. Approximately how many years have you lived in Sugar Land?** _____ years
- 21. What is your age?** _____ years
- 22. Do you own or rent your current residence?** ____ (1) Own ____ (2) Rent
- 23. Are you or other members of your household of Hispanic or Latino ancestry?**
____ (1) Yes ____ (2) No
- 24. Which of the following best describes your race/ethnicity?**
 ____ (1) African American/Black ____ (3) White/Caucasian ____ (5) Other: _____
 ____ (2) American Indian/Alaskan Native ____ (4) Asian
- 25. Would you say your total household income is:**
 ____ (1) Under \$30,000 ____ (3) \$60,000 to \$99,999 ____ (9) Prefer not to respond
 ____ (2) \$30,000 to \$59,999 ____ (4) \$100,000 or more
- 26. Your gender:** ____ (1) Male ____ (2) Female

This concludes the survey – Thank you for your time!

Please return your completed survey in the enclosed return-reply envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your response will remain completely confidential. The address information to the right will ONLY be used to help identify areas with special interests. Thank you.